ClipWare

POS Management Software

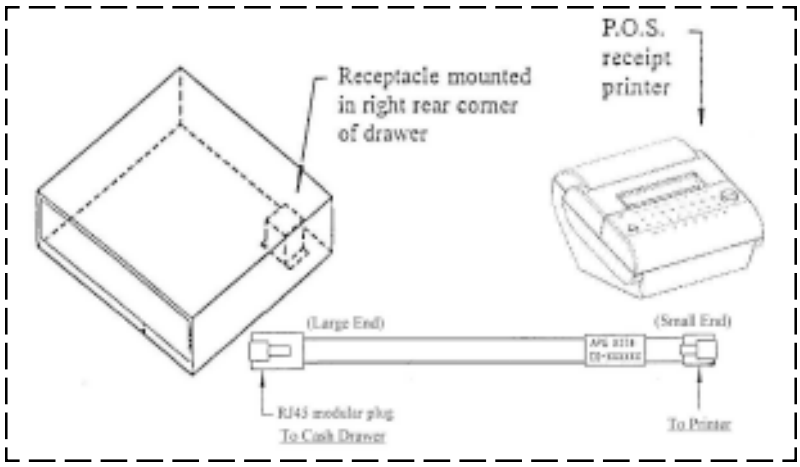
Setup Guide and User Manual

Copyright 2001, GT Innovation, Inc.

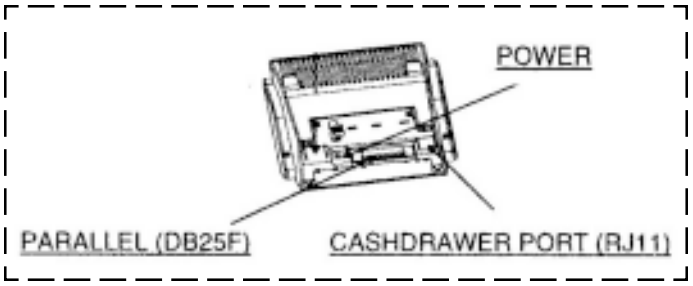
Setting up the System

The system has been pre-configured for easy installation. Follow these steps for a trouble free installation.

1) Unpack the cash drawer, cash drawer cable and printer.
2) Connect the large end of the cash drawer cable to the bottom of the cash drawer as shown below.
3) Connect the small end of the cash drawer cable to the bottom of the printer in the **Cash Drawer Port.**
4) Place the cash drawer on the desk.



5) Plug the power adapter cable into the bottom of the printer.
6) Connect the printer cable to the bottom of the printer labelled **PARALLEL**.



7) Place the printer in the left or right rear corner of the cash drawer.
8) Unpack the monitor and place it next to the printer.
9) Unpack the computer and keyboard. Place the keyboard in front of the monitor (on top of the drawer).
10) Plug the surge strip into an AC outlet, then plug all power cords into the strip.

Disk Handling Precautions:

Never bend or twist.
Keep away from magnetic fields (TV, Radio, voltage sources).
Never touch the exposed surface.
Keep in protective sleeve when not in use.

Formatting Disks - Preparing a New Disk for Use:

1) Mark a new label appropriately.
2) Affix the label to the top front of the new disk.
3) Select the 'Format Disk' option from the housekeeping menu.
4) When prompted, place the new disk in the drive with the label up and towards you.
5) After completion you will be shown total and available space, and then asked if you want to format another. If you do want to format another, answer 'Y' and repeat steps 1-5. Otherwise, answer 'N' to return to the system menu.

Performing the Daily Backup - General Overview:

Backups are not just important but are crucial to the security and reliability of the computer system. The following scheme will be used to ensure this and provide the needed redundancy in case the backup data is needed. You will begin with a disk for each day, week, month, and year. The daily disks are cycled each week and the weekly disks each month. For a year, this will require a total of 20 disks; Saturday - Friday (7), Monthly (12), and Yearly (1). The monthly disks (at least) should be stored off-site to ensure recovery should something happen to the on-site premises (fire, flood etc.). As your data files grow, so will the number of disks used for each entity (i.e. you may eventually have a set of 2 or more disks per day, week etc.).

Backup Procedure:

1) Make sure you have plenty of formatted disks.
2) Select the 'Backup' option from the housekeeping menu.
3) When prompted for a disk, insert the appropriate disk and press ENTER.
   NOTE: The 'appropriate' disk would be the one for that day, month etc.
4) If you are prompted for an additional disk, label a new disk to match the rest of the disks in the current set, and repeat step 3.
5) When the backup is complete you will be returned to the system menu. Remove the last disk and store in a safe place.

Supplies Required / Support Agreement

Roll Paper	- Standard Thermal 3-1/8" x 2-3\4" Diameter
Diskettes	- 3.5" Double Sided-HIGH Density (2S-HD or DS-HD)

NOTE: All forms sizes (not including labels) include the perforation on each side.

ClipWare Support Agreement

This agreement between you and GT Innovation, Inc. covers both the hardware and software support responsibility and relating issues. The software and hardware configuration installed has been designed to require minimal support. However you may need help from time to time and we are just a phone call away.

Software & Hardware Support Provisions:

1) Additional training or other on-site support is available for $450 per day plus travel expenses.

2) One business day response time for all 'hard' failures with hot-spare replacements during the first year or thereafter if under a hardware maintenance agreement. Any repairs or replacements due to damage resulting from misuse, acts of God will be subject to standard time and materials charges.

3) You want additional features in the system? So do we! We not only welcome new ideas for new features, we seek them out. Features that are in the best interest of the entire user community will be added at no charge within the standard development time frame. However, site specific changes that pertain only to your situation or extremely urgent changes will be made at a charge of $80 per hour. Applicability will be based solely upon the discretion of GT Innovation, Inc..

4) Any new system updates will be made available free of charge during the first year or thereafter if under a software maintenance agreement.

Not Included but provided for $80 per hour

1) Support or compatibility responsibilities for any other third party software or hardware product.

2) System re-configuration due to the installation of other products, intentional and improper powerdown of the hardware, or manipulation of the system by someone other than GT Innovation, Inc.

SYMPTOM: **System does not boot (start) up as normal.**

DIAGNOSIS:

1) System CPU plugged in and turned on ?
   Yes: Goto step 2.
   No: Plug in power cord and switch on.

2) Green light 'ON' on System CPU front panel ?
   Yes: Goto step 3.
   No: Call support.

3) Floppy drive empty and latch open ?
   Yes: Goto step 4.
   No: Remove floppy, power system off, then on.

4) Display monitor turned on ?
   Yes: Check brightness. If OK, goto step 5.
   No: Switch monitor on.

5) Does system display an error message ?
   Yes: Write down the error message and call support.
   No: Call support with the results of steps 1-5.

SYMPTOM: **General Failure error reading/writing drive {A, B, C etc.}. Abort, Retry, Fail?**

DIAGNOSIS:

1) If the drive letter is "A":
   a) Make sure floppy disk is inserted properly.
   b) Press 'R' to retry operation.
   c) If message re-appears, press 'A', then try re-formatting the disk from the housekeeping menu.
2) If the drive letter is "C":
   a) Press 'R' to retry.
   b) If message re-appears, call support.

SYMPTOM: **Write Protect error reading/writing drive A. Abort, Retry, Fail?**

DIAGNOSIS: The write protect hole in the floppy disk is open. Slide the protection tab on the bottom of the disk to the closed position.

SYMPTOM: **System Error from within ClipWare.**

DIAGNOSIS: An incorrectable error has occurred. Generally, this is caused by an improper powerdown of the system or a power related problem.

Call GT Innovation, Inc. as instructed with the information given.

Quick Reference Card - Transactions

Customer Check-In

Menu Selections: *Customer Transactions->Check-In/Register->Check In Guest*
Select customer via search window or add by pressing 'A'.
Enter Stylist, Technician, Item, Quantity and Price for each service/inventory item.
Select Waiting List or In-Service.

Customer Check-Out

Menu Selections: *Customer Transactions->Check-In/Register*
Check-In Customer or Select Customer from Waiting List or In-Service.
Enter additional items, press <ESC> and select Check Out.
Select Payment method and enter amount tendered; customer ticket will be printed.

Walk-In Customers

Menu Selections: *Customer Transactions->Check-In/Register->Quick Register*
Enter Stylist, Technician, Item, Quantity and Price for each service/inventory item.
Press <ESC> and select Check Out.
Select Payment method and enter amount tendered; customer ticket will be printed.

Changing/Deleting Items Entered

Menu Selections: *Customer Transactions->Check-In/Register*
From the item entry screen, press <ESC>.
Select Edit from the options window.
Select the item you wish to change and press <Enter>.
Select Change or Delete depending on the action desired.
If you select Change the cursor will appear on the item line. Make any changes desired.

Voids

Menu Selections: *Customer Transactions->Check-In/Register->Check In Guest*
Select the customer which is in the ticket you are voiding.
Enter each item from the original ticket **EXCEPT use a NEGATIVE QUANTITY.**
Select Check Out, the original Method of Payment and press Enter for the amount tendered.

Refunds

Menu Selections: *Customer Transactions->Check-In/Register->Check In Guest*
Select customer via search window or add by pressing 'A'.
Enter the item and in the price window select OVERRIDE PRICE.
Enter the NEGATIVE AMOUNT.
Select Refund from the SaleType window.
Select Check Out and press Enter for the amount tendered.

REDOs

Menu Selections: *Customer Transactions->Check-In/Register->Check In Guest*
Select customer via search window or add by pressing 'A'.
Enter the stylist number, item number and select Regular Price.
Enter the ORIGINAL stylist number, item number, and select OVERRIDE PRICE.
Enter the NEGATIVE AMOUNT.
Select REDO from the SaleType window.
Select Check Out and press Enter for the amount tendered (which is zero).

Walk-Outs

Menu Selections: *Customer Transactions->Check-In/Register*
Select customer on Waiting List or In-Service and press the <DEL> key.
Select Walk Out or Continue to return to the Waiting List.

Database File Maintenance

Menu Selections: *File Maintenance*
Select from Customer, Employee, Inventory, and Service.
Use 'Add', 'Update' or 'Delete' (if available) to change the desired file.

Quick Reference Card - Employee / FM / Chemical Cards

Employee Timecard Punch-In

Menu Selections: *Employee Timecard->Employee*
Select employee via search window. Employee name and date will show on screen.
Select Punch In. The current time will display in the 'IN' column.
Answer Y or N to 'Correct Employee and Time' prompt.

Employee Timecard Punch-Out

Menu Selections: *Employee Timecard->Employee*
Select employee via search window. Employee name and date will show on screen.
Select Punch Out. The current time will display in the 'OUT' column.
Answer Y or N to 'Correct Employee and Time' prompt.

Timecard Editing

Menu Selections: *Employee Timecard->Employee*
Select employee via search window. Employee name and date will show on screen.
Select Edit, then the date which you wish to edit.
Select 'Add', 'Change', or 'Delete' to edit the timecard and hilight the line desired.
Enter the correct IN and OUT times in the format 99:99 XX. (ex. 11:30 AM)

Receipt / Issue Inventory

Menu Selections: *File Maintenance->Inventory*
Select Receipt or Issue from Inventory Files Menu.
NOTE: Receipt ADDS items into inventory
Enter a reference number, description, and date to identify the nature of the transaction.
Enter the item number, quantity and cost for each item.
Press <ESC> to exit and select 'Continue', 'Post', 'Edit' or 'Cancel'.
'Continue' will allow you to continue entering items.
'Post' will update the inventory, print an audit report and save all items to an audit file.
'Edit' will allow you to change an item entered incorrectly.
'View' will allow you to browse the items entered before posting to check accuracy.
'Cancel' will abandon all entries so use with caution.

Physical Inventory

Menu Selections: *File Maintenance->Inventory->Enter Physical Inventory*
A prompt will appear asking if you would like to print a Physical Inventory Worksheet.
Answer 'Y' unless you have previously printed one and only wish to enter physical counts.
Count your inventory and enter the actual counts on your worksheet.
Enter the date of the physical inventory.
Enter the item number and actual physical count from your worksheet for each item.
Press <ESC> to exit and select 'Continue', 'Post', 'Edit' or 'Cancel'.
'Continue' will allow you to continue entering items.
'Post' will update the inventory, print an audit report and save all items to an audit file.
'Edit' will allow you to change an item entered incorrectly.
'View' will allow you to browse the items entered before posting to check accuracy.
'Cancel' will abandon all entries so use with caution.

Chemical Cards

Menu Selections: *Chemical Cards->Enter/Edit*
Select the customer by entering the phone number or using <F2> to search.
Select the service type (Perm, Color, Haircut).
Enter the date of the service.
Follow each prompt and select the closest response.
Enter the processing time, stylist number (F2 to search) and any related comments.
Finally select 'Save' to save the chemical card or 'Cancel' to abandon the card entries.

Fantastic Sams
A) Clipware Shop System
B) Clipware Training Program
C) Reboot Computer
D) Exit to Operating System
Highlight with ↑↓ and Press <Enter>
[User: MENU] Tuesday - May 1, 2001
ENCOMPASS 3.0 - The Single or Multi User Menu System
Press: <F1> - INFO, <ALT-S> - SETUP
Copyright 1999, GT Innovation, Inc.

Welcome to ClipWare! After you turn on the system you will see a screen similar to the figure above. The selections are defined as follows:

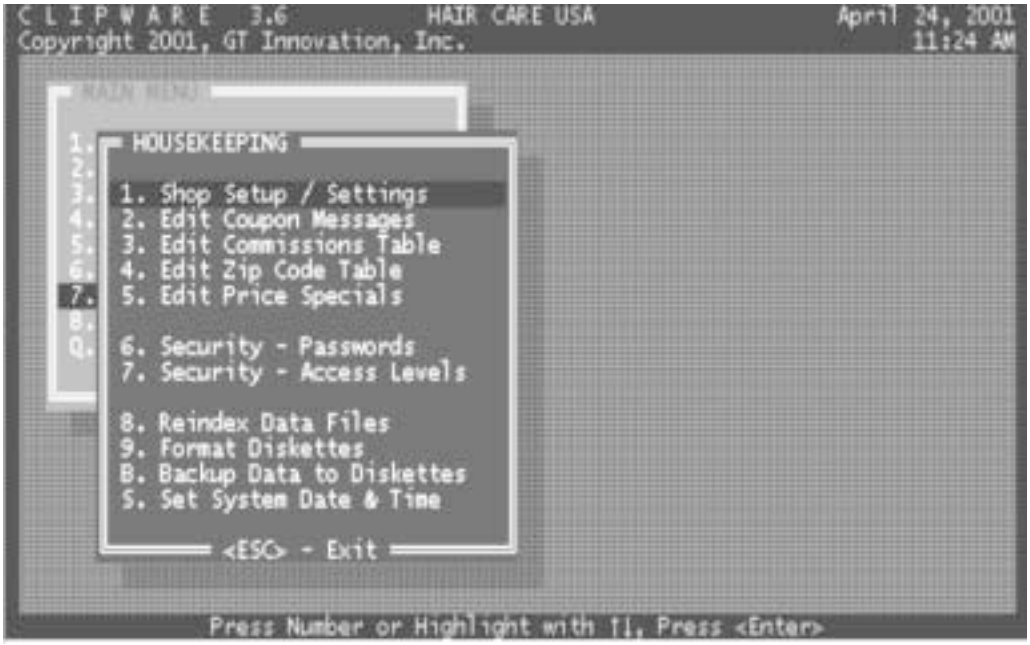
Selection 'A' is the "live" system for everyday, normal use.

Selection 'B' is used for employees to practice on the system without affecting the "live" information.

Selection 'C' is used to restart the computer. This may be necessary if instructed by the home office.

Selection 'D' is used for exiting the menu system to a DOS prompt. If you happen to select this option, simply type 'MENU' then <Enter> to return to the menu.

Main menu of ClipWare. This is the control center for operation of the system. To make a selection, move the hi-light bar with the arrow keys or press the appropriate number. Each area is logically organized to eliminate confusion.


C L I P W A R E 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 11:24 AM
HOUSEKEEPING
1. Shop Setup / Settings
2. Edit Coupon Messages
3. Edit Commissions Table
4. Edit Zip Code Table
5. Edit Price Specials
6. Security - Passwords
7. Security - Access Levels
8. Reindex Data Files
9. Format Diskettes
B. Backup Data to Diskettes
S. Set System Date & Time
<ESC> - Exit
Press Number or Highlight with ↑↓, Press <Enter>

Press '7' to enter the housekeeping menu. Each option, which is outlined in the following section, is accessed via this housekeeping menu. It is important to complete options 1 through 6 when initially setting up a new shop. Also note that you may change the date and time on the computer through the 'S' menu option.

Quick Start - Shop Setup (cont)

SYSTEM SETUP
Chain : HAIR CARE USA
Store : ARLINGTON
Company: HAIR CARE USA
Store # 100
Address: 2000 ANY STREET
Phone : 901 555-5555
City : ARLINGTON
State : TN Zip: 38002
Drawer Codes: 27 112 0 60 60 Sales Tax: 7.000 %
Default Pay Rate: 6.00 Gift Cert. Items: 959 - 959
Flat Rate Commission: % (Blank to use table)
Opening Date: / /
PRINTER CODES
Normal: 27 33 0 Compressed: 27 33 1 Underline: 27 45 1
Bold : 27 69 1 DBL Height: 27 33 48 DBL Width: 27 33 32
Auto-Cutter -> Part. Cut: 27 109 0 Full Cut : 27 105 0
↑↓ - Move <PgDn> - Save <ESC> - Exit

Select "1" from the Housekeeping Menu and complete the following information:

CHAIN:
STORE:
COMPANY:
STORE #:
PHONE:
ADDRESS:
STATE:
ZIP:

These fields are pre-set in your company serialization.

DRAWER CODES: The character codes to open the cash drawer. Do not change.

SALES TAX: Your sales tax rate as a percentage.

DEFAULT PAY RATE: The pay rate you would like to initially set for each new employee.

GIFT CERT. ITEMS: Range of item numbers that designate gift certificates.

OVERTIME PAY: 'Y' means to compute time and a half over 40 hours.

FLAT RATE COMMISSION: If you pay employees a flat percentage on product sales enter it here. Otherwise leave it blank and setup the commission table in housekeeping.

OPENING DATE: Date this location opened.

PRINTER CODES: Character codes for different print modes. Do not change.

Quick Start - Edit Coupon Messages

COUPON MESSAGE EDITOR
SELECT
Message #: 1
Bring this coupon in on your next visit
for one of the following specials:
$5 OFF A FULL SERVICE PERM
-OR-
$1 OFF ANY FULL SERVICE HAIRCUT
FOR COMMENTS CALL 1-800-737-3535
THANK YOU FOR YOUR BUSINESS!!

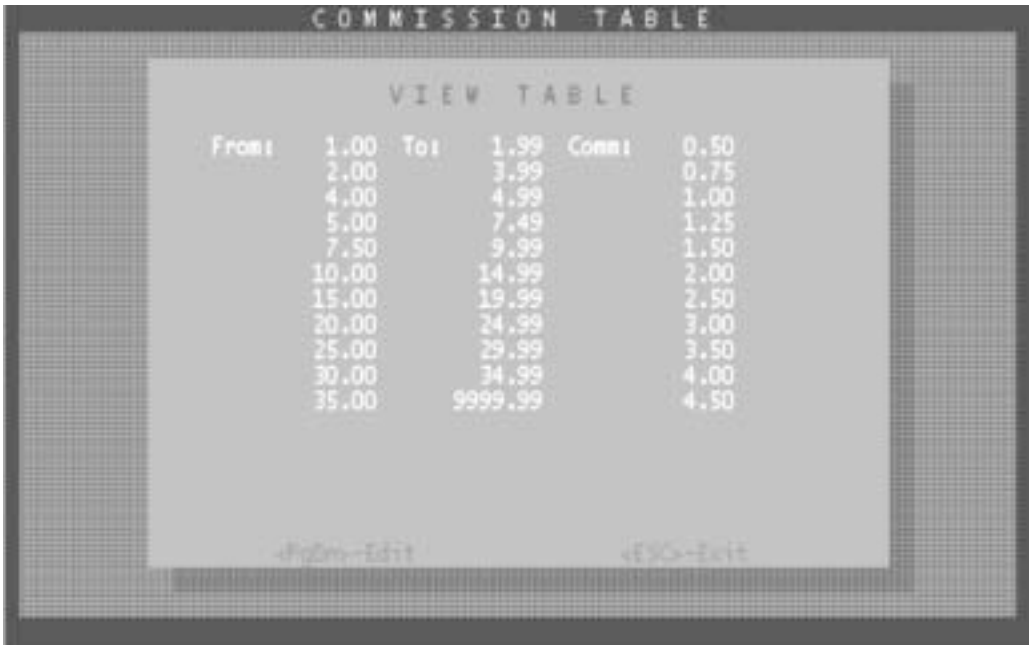
TO ENTER/EDIT COUPON MESSAGES
These are messages that you customize to appear on your receipt tickets. They are activated by using the corresponding message number in service/inventory file maintenance.

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “2” (EDIT COUPON MESSAGES)

Message Number field : Input a number 1-9

Depress the PAGE DOWN key to edit the message.
Type your message on the lines provided.
Depress the PAGE UP key to save the message
Depress ESCAPE to exit.

Quick Start - Enter/Edit Commission Tables



TO ENTER/EDIT COMMISSION TABLES

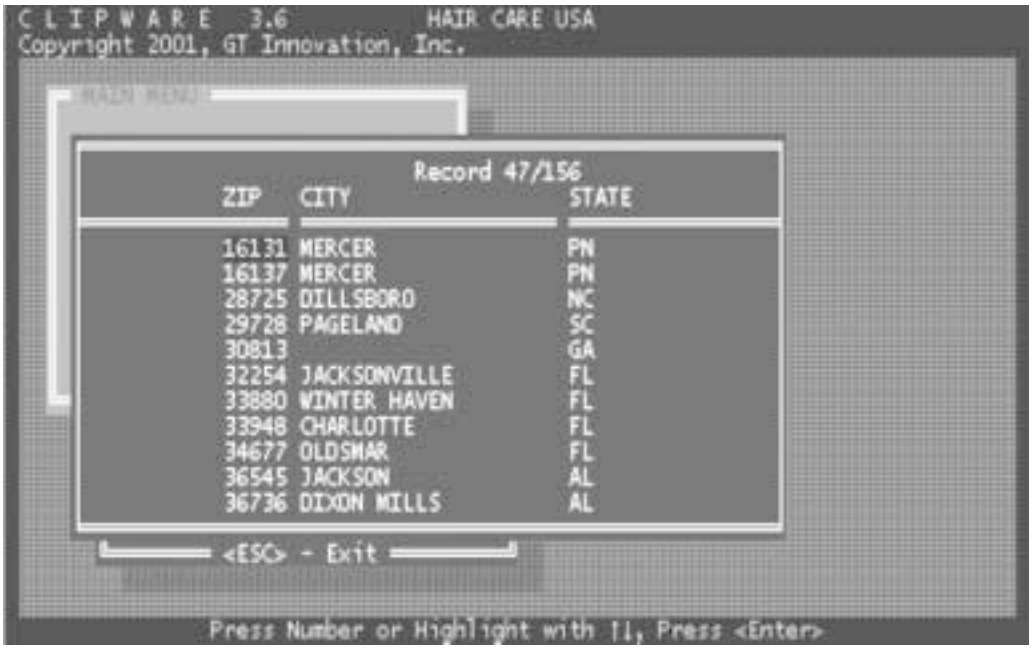
ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “3” (EDIT COMMISSION TABLE)

Depress the PAGE DOWN key to edit the commission table.

In the FROM and TO fields input the sale price range to which the commission will apply.
Input the commission percentage in the COMM field that relates to that sales price range.

NOTE: Each range must be ascending order and amounts must not overlap.

To save changes depress the PAGE DOWN key.
Depress ESCAPE to exit.



ENTER/EDIT ZIP CODE TABLES

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “4” (EDIT ZIP CODE TABLE)

To change an existing zip code:
1) Use cursor keys to hilight the desired zip code.
2) Press Enter then type in the new data.
3) Depress ESCAPE to exit.

To add a new zip code:
1) Press <PgDn> until you are at the bottom of the list and <new> appears in the window.
2) Input the following:

ZIP:	Input new zip code.
CITY:	Input city that relates to that zip code.
STATE:	Input state in the STATE that relates to that zip code.

3) Depress ENTER to save the changes.
4) Depress ESCAPE to exit.

Quick Start - Enter/Edit Price Specials

TO ENTER/EDIT PRICE SPECIALS

ON MAIN MENU SELECT “6” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “4” (EDIT PRICE SPECIALS)

Price specials may be defined to apply automatic special pricing during a customer sale. All existing price specials will be displayed as shown above. Use the cursor keys to select Add, Change, or Delete.

See the next page for details on setting up a price special.

When you add or change a special, you will see the screen shown above. You should select the type of special. Special Price sets a specific price. % Discount deducts a defined percentage to the item's price. $ Amount Off deducts a specific amount from the item's price.

CHANGE SPECIALS
Description: 50% OFF PROMOTION
Type of Special: % Discount
Discount: 50 %
Special Begins: / /
Special Ends: / /
Pertains ONLY to Item: 0 (Leave blank for all items)

After you specify the type, you will see the screen shown above. Enter the amount / percentage. Then if you want the special to run for a certain number of days, enter the beginning and ending dates. Finally, if you want the special to only be applies to a specific item, enter the item number in the last field. Press ESCAPE to return to the prev. menu.

SECURITY - TO DEFINE PASSWORDS

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “5” (SECURITY - PASSWORDS)

There are four levels of security. Each level of security is a clearance level.
For each level of security clearance input a password.
NOTE: Clearance level 1 allows access to all options on the system and is restricted to Home Office Management only. ALT-P allows access to this item!

Depress ESCAPE to exit.

Quick Start - Security - Access Levels

SECURITY - TO DEFINE ACCESS LEVELS

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “6” (SECURITY - ACCESS LEVELS)

This option allows clearance to be set by four levels for each menu option in the system. Each of the four levels should be defined through Security - Define Passwords (see prev. page).

For each menu item displayed enter the level of clearance desired (1-4) or zero (0) to allow full access.

Press PAGEDOWN to save then ESCAPE to exit.

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “7” (REINDEX DATA FILES)

This option is provided as a maintenance option which should be run immediately after a power failure, accidental (or intentional) system power down without properly exiting the software to the main menu. Once this menu option has begun, you MUST allow it to complete in its entirety. If ever in doubt, you are better off to run this reindex option. The more information in the system, the longer it will take to perform the reindex.

Quick Start - Format Diskettes

F O R M A T D I S K E T T E S
This procedure will prepare disk(s) for use.
You must always perform this on NEW disks before
they can be used in a backup. You may also use
this to re-format old diskettes if necessary.
Are you ready to continue? Y/N _

FORMAT DISKETTES

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “8” (FORMAT DISKETTES)

This procedure will prepare disk(s) for use. You MUST always perform this on NEW disks before they can be used in a backup. You may also use this to re-format old diskettes if necessary.

Quick Start - Backup Data to Diskettes

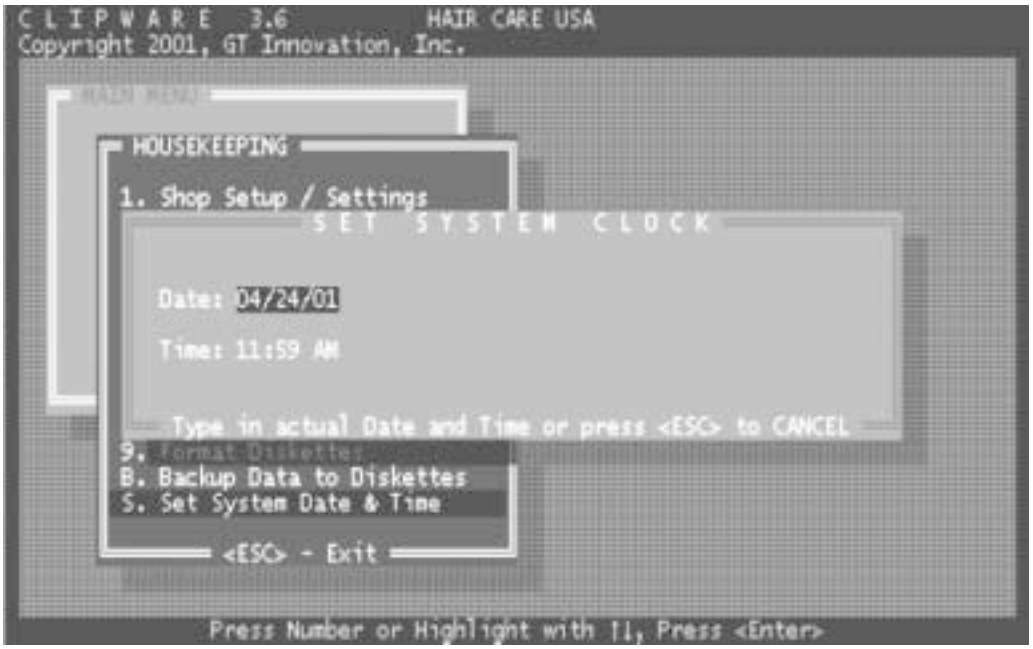
You must have plenty of FORMATTED diskettes ready!
Place DAILY Disk #1 in drive A: and have others ready!
This will perform a backup of ALL data pertaining to Clipware!
Are you sure you want to continue? Y/N

BACKUP DATA TO DISKETTES

THIS OPTION SHOULD BE PERFORMED AT THE END OF EACH DAY!
PLEASE REFERENCE THE PAGE TITLED DISK TIPS/BACKUPS!!

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “9” (BACKUP DATA TO DISKETTES)

You must have plenty of FORMATTED diskettes ready!!
Place DISK #1 in drive A: and have others ready. You will be prompted for each disk as needed. If you start with one disk, eventually two disks will be required then three and so on; i.e. the more information you accumulate, the more disks that will be required. NOTE: If you receive an error during the backup, press 'A' to abort, try reformatting the disk (or select another disk) and begin the backup procedure again.


CLIPWARE 3.6 HAIR CARE USA
Copyright 2001, GT Innovation, Inc.
HOUSEKEEPING
1. Shop Setup / Settings
SET SYSTEM CLOCK
Date: 04/24/01
Time: 11:59 AM
Type in actual Date and Time or press <ESC> to CANCEL
B. Backup Data to Diskettes
S. Set System Date & Time
<ESC> - Exit
Press Number or Highlight with ↑↓, Press <Enter>

SET SYSTEM DATE & TIME

ON MAIN MENU SELECT “7” (HOUSEKEEPING)
ON HOUSEKEEPING MENU SELECT “S” (SET SYSTEM DATE & TIME)

This procedure will allow you to change the clock built in to the computer. This may be used as often as necessary. The clock may be incorrect due to the spring/fall time change or just off by a few minutes after a period of time.

Quick Start - Setup Employees

SETUP EMPLOYEES

ON MAIN MENU SELECT “3” (FILE MAINTENANCE)
ON FILE MAINTENANCE MENU SELECT “2” (EMPLOYEE FILES)
ON EMPLOYEE FILES MENU SELECT “1” (ADD EMPLOYEE)

(Next page)

Input the following:

ID# - Input employee ID#.
Nickname - Input nickname (if applicable)
Name - Input employee's name.
Address - Input employee's address.
City - Input employee's city.
State - Input employee's state.
Zip code - Input employee's zip code.
Phone number - Input employees phone number.
Status - Input the status. “A” for active employee “I” for an inactive employee.
Began - Input the date of hire.
Ended - Skip (Depress ENTER to skip this until the employee is terminated)
Social Security Number - Input the employees SS #.
Pay Rate - Input the employee's base pay rate.
Payroll Number - Input the employee's payroll number.
Category - Input the employee's category number.
Birth Date - Input the employee's date of birth.
Filing Status - Input the federal filing status as declared on the employee's W-4.
Exemptions - Input the desired number of exemptions as declared on the employee's W-4.

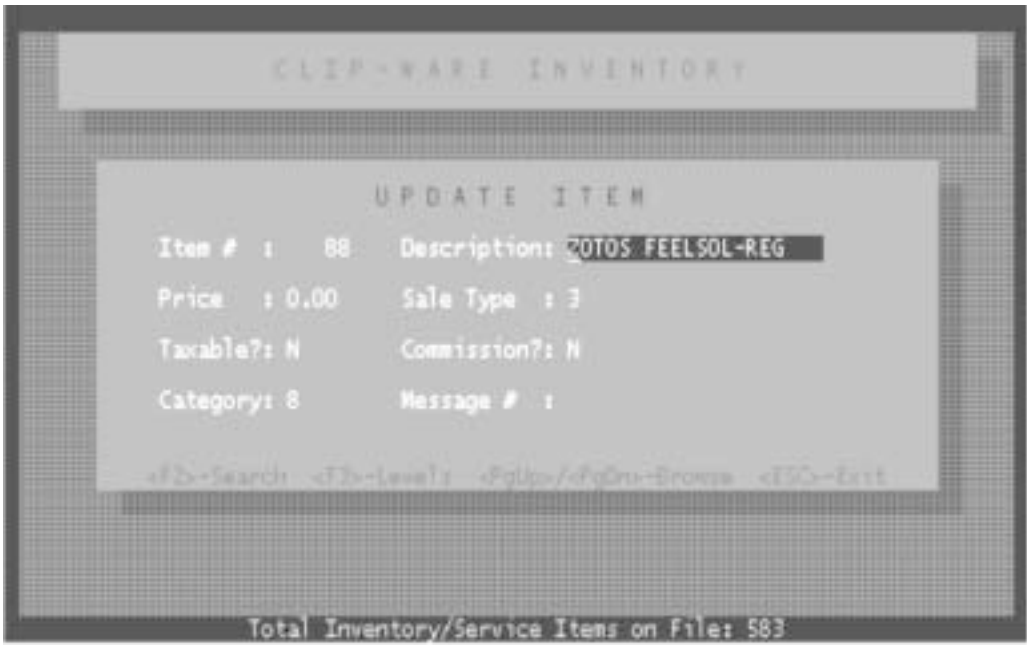
Depress F2 to view available categories - move the arrow key until the one you wish to select is highlighted, depress ENTER to select.

Add Inventory Items

ADD INVENTORY ITEMS

ON MAIN MENU SELECT “3” (FILE MAINTENANCE)
ON FILE MAINTENANCE MENU SELECT “3” (INVENTORY ITEMS)
ON INVENTORY ITEMS MENU SELECT “1” (ADD INVENTORY ITEMS)

(Next Page)



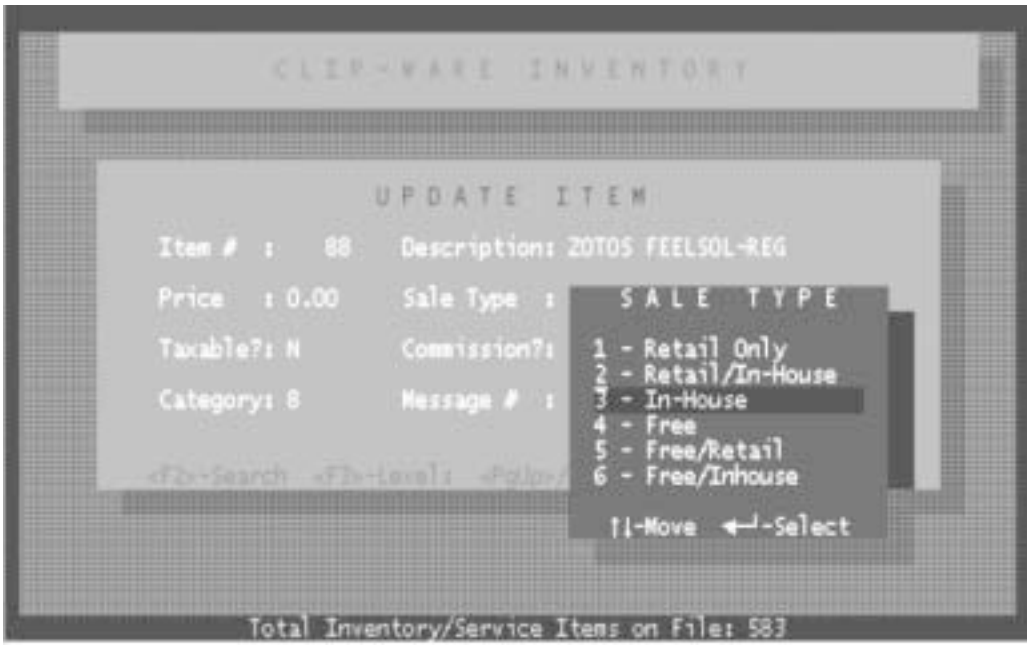
Input the following:

ITEM # - Input the next item number.
DESCRIPTION - Input the description the of inventory item.
PRICE - Input the retail sales price.
SALE TYPE - Input the sale type number or press F2 to select with a menu.
1 - Retail
2 - Retail/In-House
3 - In-House
TAXABLE - Input “Y” for Yes or “N” for No.
COMMISSION- Input “Y” for Yes or “N” for No.
CATEGORY - Input the category number or press F2 to select with a menu.
MESSAGE - Input the message number which relates to this item. or press F2 to select with a menu. Select “7” on the Main Menu to view established messages.

INVENTORY LEVEL FIELDS

QUANTITY ON HAND - This field is display only. It is a calculated field.
MAXIMUM - Input the maximum amount of stock to have on hand.
QUANTITY PER CASE - Input the quantity that is in each case.
REORDER - Input the quantity to reorder.
COST PER ITEM - Input the unit cost for that item.
ON ORDER - Input the quantity on order.
LAST ORDERED - Input the date you last ordered MM/DD/YY.
YTD SALES - This field is display only. It is a calculated field.
LAST INVOICE - Date of last sale for this item.

Add Inventory Items (cont)



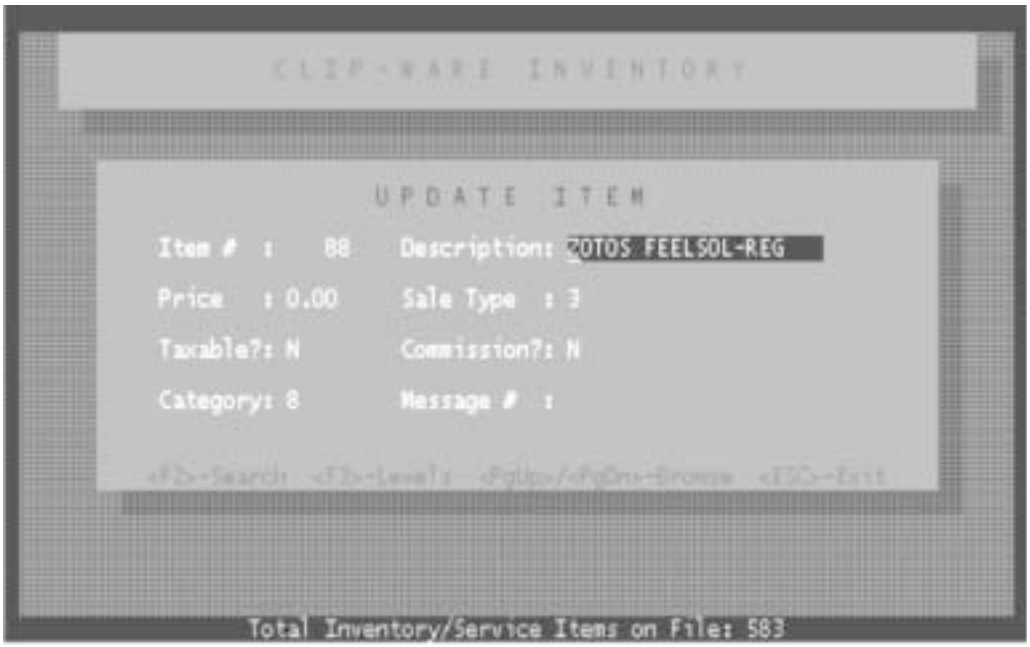
Press F2 to display the Sale Type menu.

Press F2 to display the Categories menu.

Press F2 to display the Coupon Message menu.

The Inventory Levels screen will appear automatically after completing the primary screen of item information. Fill in the fields as desired. These values will be updated by register transactions.

Update Inventory Items



UPDATE AN EXISTING INVENTORY ITEM

ON MAIN MENU SELECT “3” (FILE MAINTENANCE)
ON FILE MAINTENANCE MENU SELECT “3” (INVENTORY ITEMS)
ON INVENTORY ITEMS MENU SELECT “2” (UPDATE INVENTORY ITEM)

Input the inventory item number to be updated or changed. Press F2 to perform a search for a particular item. See the next page for a description of the search.

Scroll to the field which needs to be updated or changed by depressing the UP or DOWN arrow key.

Make the appropriate changes to that field.

Depress ENTER to accept update or change.

Depress ESCAPE to exit.

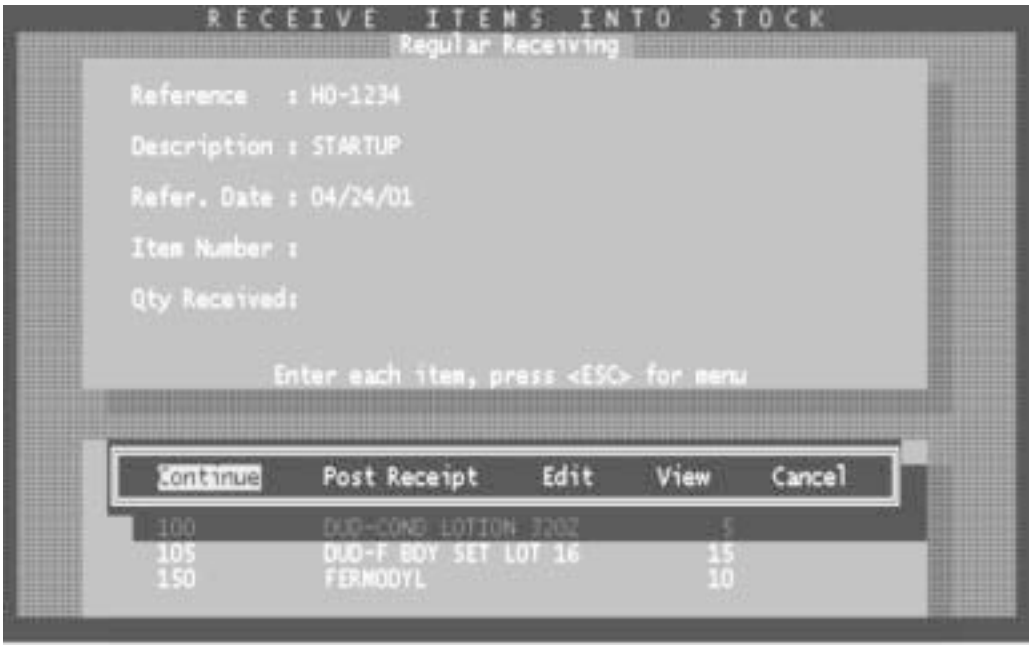
Update Inventory Items - Search

INVENTORY DATABASE
- SORTED BY ITEM # -
Item Number | Description | Price | Sale Type | Sales Tax
88 | ZOTOS FEELSOL-REG | 0.00 | 3 | N
89 | ZOT FEELSOLIV-TINTD | 0.00 | 3 | N
90 | UB STRIATIONS REG | 0.00 | 3 | N
91 | UB CREATIVE FREEDOM | 0.00 | 3 | N
92 | UB ULTRA COOL | 0.00 | 3 | N
93 | UB BLONDIE | 0.00 | 3 | N
94 | UB THEATRICS | 0.00 | 3 | N
95 | P/N PERM EXPRESSIONS | 0.00 | 3 | N
96 | UB STRIATIONS TNTD | 0.00 | 3 | N
97 | UB OVERTURE | 0.00 | 3 | N
98 | UB CREATIVE LICENSE | 0.00 | 3 | N
99 | P/N EXPRESSIONS PERM | 0.00 | 3 | N
100 | DUD-COND LOTION 32OZ | 0.00 | 3 | N
101 | DUD-CREAM PROTN 16OZ | 0.00 | 3 | N
<F2>-Search ←→↑↓-Move <S>-Sort Order <PgUp/PgDn>-Browse <ESC>-Exit
Total Inventory/Service Items on File: 583

A comprehensive search is available anytime an item number is requested. This will allow you to quickly find any item by number or description. The search may also be used as a lookup table to browse the database.
The following options are available.

Use cursor keys and page keys to hilight the item desired and press Enter or press ...
F2 - Search for a particular item by number or description.
S - Toggle the displayed order from item number to description.
ESC - Cancel search.

Receive Inventory Items



RECEIVE ITEMS INTO STOCK
Use this menu option to add item quantities into inventory. This will normally be used to receive new stock, but may be used to increase inventory as an adjustment.

ON MAIN MENU SELECT “3” (FILE MAINTENANCE)
ON FILE MAINTENANCE MENU SELECT “3” (INVENTORY ITEMS)
ON INVENTORY ITEMS MENU SELECT “4” (RECEIVE ITEMS INTO STOCK)

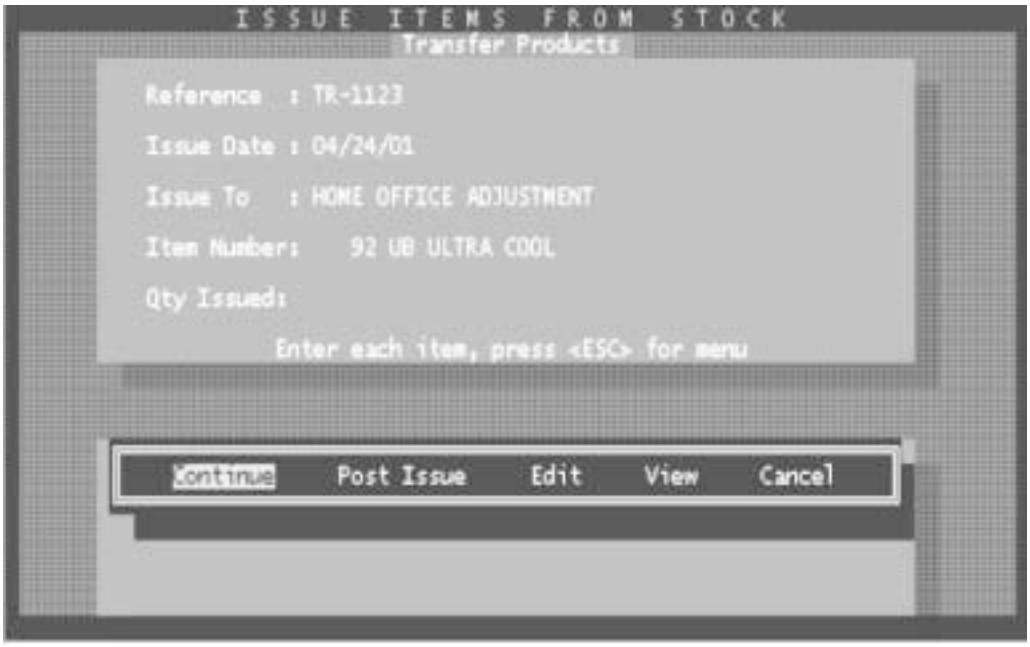
Input the following fields:

REFERENCE - Input your reference, such as invoice or purchase order number.
DESCRIPTION - Input any information to describe the transaction.
REFERENCE DATE - Input the day you received this into stock.
ITEM NUMBER - Input the inventory item number.
QTY RECEIVED - Input the quantity received.

Depress ESCAPE.
The following options will appear:

CONTINUE - Continue to enter more receipts.
POST - Print an audit report and update the items in inventory.
EDIT - Edit the inventory receipt, before posting.
VIEW - Browse the items entered to verify accuracy before posting.
CANCEL - Cancel the inventory receipt.

Highlight the appropriate option and depress ENTER.



ISSUE ITEMS FROM INVENTORY STOCK
Use this menu option to remove items from inventory. This will normally be to transfer inventory to another store or the home office. It may be used though to adjust items out of inventory.

ON MAIN MENU SELECT “3” (FILE MAINTENANCE)
ON FILE MAINTENANCE MENU SELECT “3” (INVENTORY ITEMS)
ON INVENTORY ITEMS MENU SELECT “5” (ISSUE ITEMS FROM STOCK)

Input the following:

REFERENCE - Input a miscellaneous comment if necessary.
ISSUE DATE - Input the date the item(s) was removed from inventory.
ISSUE TO - Input the name of the person or store which the inventory was issued.
ITEM NUMBER - Input the inventory item number.
QTY ISSUED - Input the quantity issued.

Depress ESCAPE.
The following options will appear:

CONTINUE - Continue to enter more receipts.
POST - Print an audit report and update the items in inventory.
EDIT - Edit the inventory receipt, before posting.
VIEW - Browse the items entered to verify accuracy before posting.
CANCEL - Cancel the inventory receipt.

Highlight the appropriate option and depress ENTER.

Enter Physical Inventory

ENTER PHYSICAL INVENTORY
Inv. Date : 04/24/01
Item Number: 89 ZOT FEELSOLIV-TINTD
Qty On Hand:
Enter each item, press <ESC> for menu
Item Description Quantity
88 ZOTOS FEELSOL-REG 5
Continue Post Phys. Inv. Edit View Cancel

ENTER PHYSICAL INVENTORY COUNTS
Use this menu option to change physical inventory counts. This will normally be done once a month. This option will first print a physical inventory worksheet. You will use this worksheet to record the actual quantity on hand for all items. Then you will enter the counts from the worksheet into the system and print an inventory adjustment report.

ON MAIN MENU SELECT “3” (FILE MAINTENANCE)
ON FILE MAINTENANCE MENU SELECT “3” (INVENTORY ITEMS)
ON INVENTORY ITEMS MENU SELECT “6” (ENTER PHYSICAL INVENTORY)

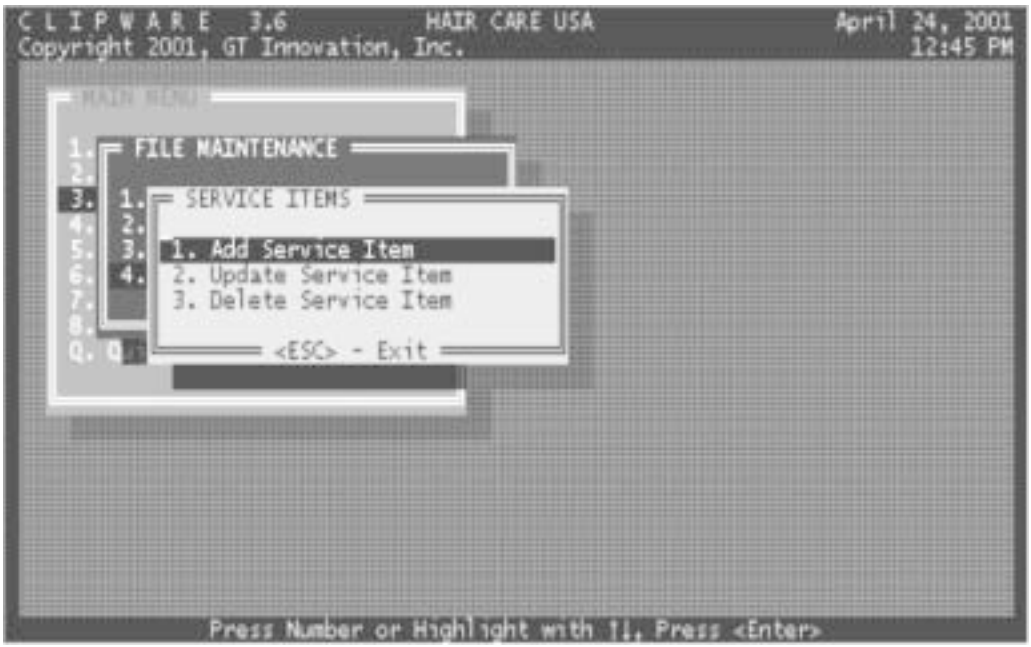
Input the following:

INV. DATE - Input the date item was removed from inventory. MM/DD/YY.
ITEM NUMBER - Input the inventory item number.
QTY ON HAND - Input the actual quantity on hand from the worksheet.

Depress ESCAPE.
The following options will appear:

CONTINUE - Continue to enter more receipts.
POST - Print an inventory adjustments report and update the items in inventory.
EDIT - Edit the inventory receipt, before posting.
VIEW - Browse the items entered to verify accuracy before posting.
CANCEL - Cancel the inventory receipt.

Highlight the appropriate option and depress ENTER.

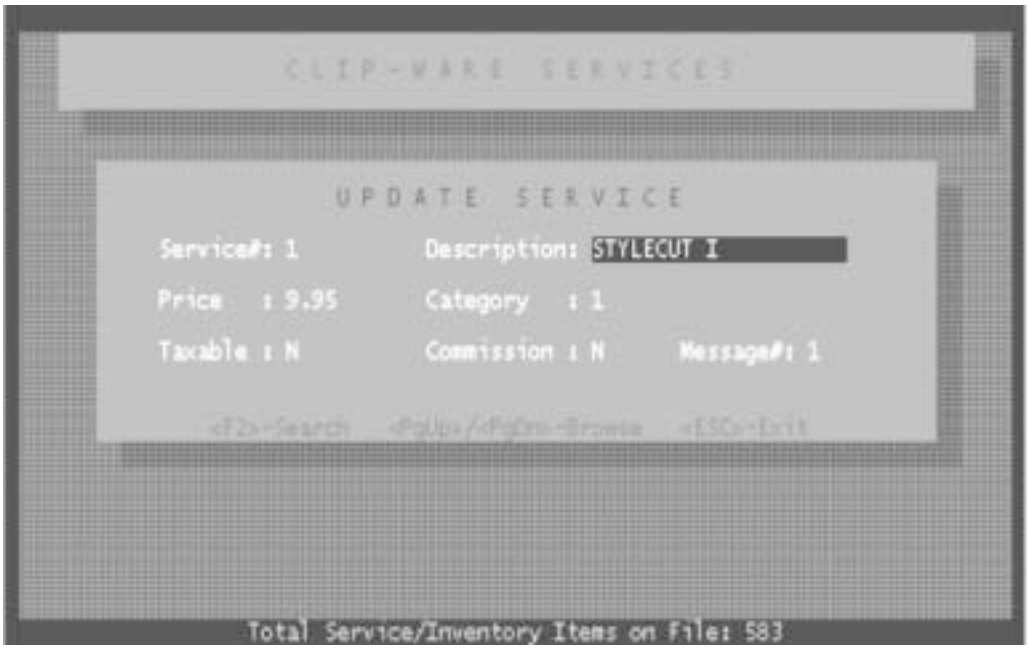


ENTER/EDIT SERVICE ITEMS

ON MAIN MENU SELECT “3” (FILE MAINTENANCE)
ON FILE MAINTENANCE MENU SELECT “4” (SERVICE ITEMS)
ON INVENTORY ITEMS MENU SELECT “1” (ADD SERVICE ITEM)

(Next Page)

Setup Service Items (cont)



Input the following fields:

SERVICE NUMBER - Input the service number.
DESCRIPTION - Input the description of the service.
PRICE - Input the sales price.
CATEGORY - Enter the category number or pres F2 to select by menu.
TAXABLE - Input “Y” for Yes and “N” for No.
COMMISSION - Input “Y’ for Yes and “N” for No.
MESSAGE - Input the message number that you would like to appear on the receipt or press F2 to select by a menu.

Depress ESCAPE to exit.

Select File Maintenance then Customer Files to Add/Update or Review History.

Enter the customer information into each field. All fields are mandatory except for First Visit and Last Visit (these will be updated automatically by register transactions). If the Zip Code you enter does not exist in your Zip Code file, you will be prompted if you wish to add it. If you answer Yes, you will be prompted for the city and state. By entering comments in the Customer profile field, these comments will be displayed blinking on the Register Screen. This is useful to note problem customers.

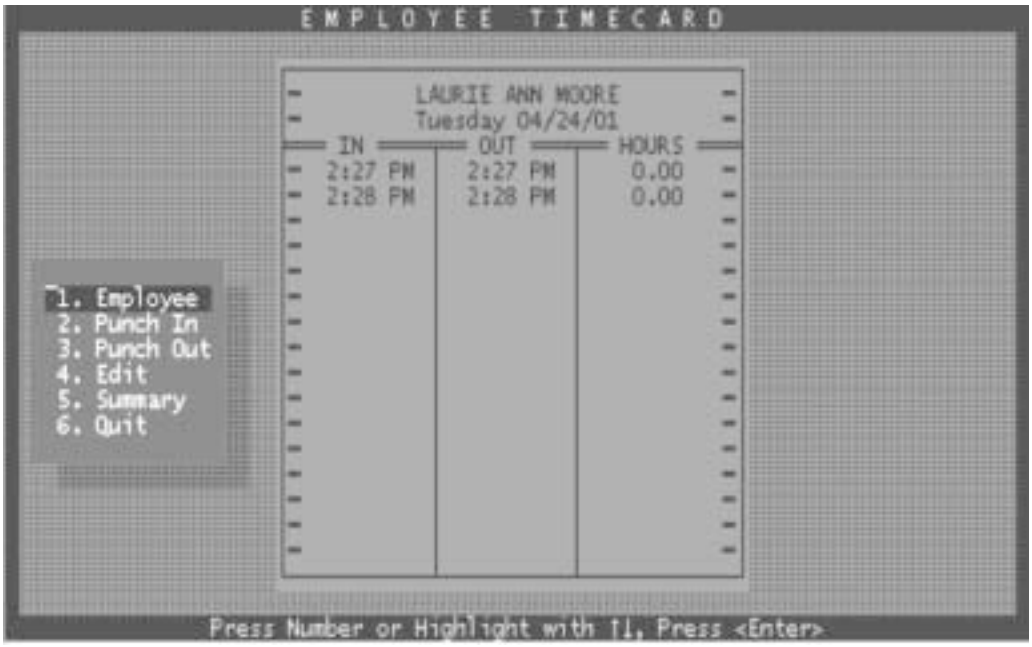
Setup Customers (cont)

UPDATE
CUSTOMER DATABASE
- SORTED BY PHONE -
Phone First Name Last Name Last Visit
000-0000 LAMAR BAGGETT 06/12/95
000-0000 RON BAILEY 06/05/95
000-0000 JUANITA BAKER 05/21/95
000-0000 MARGE BAKER 05/06/95
000-0000 JOY BALDWIN 02/09/95
000-0000 SHANNON BARNES 04/05/95
000-0000 PAUL BARRETT 03/03/95
000-0000 RICHARD BARRINGER 02/04/95
000-0000 WAYNE BARTOUDE 06/03/95
000-0000 JUDY BARTOUSH 02/24/95
000-0000 WAYNE BARTOUSH 04/15/95
000-0000 TONY BEELER 03/08/95
000-0000 CATHY BETHANY 04/28/95
000-0000 LEONARD BIGGS 04/22/95
<F2>-Search ←→↑↓-Move <S>-Sort Order <PgUp/PgDn>-Browse <ESC>-Exit
Total Customers on File: 4896

A comprehensive search is available anytime a customer phone number is requested. This will allow you to quickly find a customer by phone number or last name. The search may also be used as a lookup table to browse your customer database.
The following options are available.

Use cursor keys and page keys to hilight the item desired and press Enter or press ...
F2 - Search for a particular item by number or description.
S - Toggle the displayed order from phone number to last name.
ESC - Cancel search.

Select Employee Timecard to Punch In, Out or Edit existing timecards.



This is the Employee Timecard screen. Make your selection from the menu on the left.

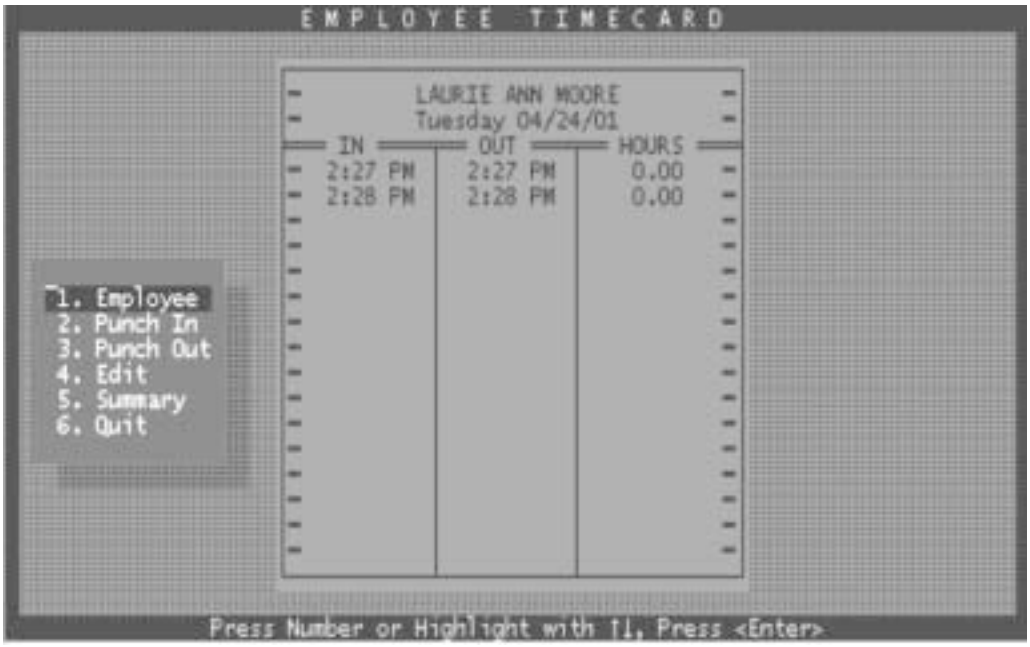
Timecards - Punch In/Out

PUNCH IN

ON MAIN MENU SELECT “2” (EMPLOYEE TIMECARD)
ON EMPLOYEE TIMECARD MENU SELECT “1” (EMPLOYEE)
Input your employee ID#, press ENTER.
Press ENTER, again after your ID# and name is shown.
SELECT “2” (PUNCH IN)
If this is the correct time press ENTER.
If this is NOT the correct time..... press ESCAPE to exit.

PUNCH OUT

ON MAIN MENU SELECT “2” (EMPLOYEE TIMECARD)
ON EMPLOYEE TIMECARD MENU SELECT “1” (EMPLOYEE)
Input your employee ID#, press ENTER.
Press ENTER, again after your ID# and name is shown.
SELECT “3” (PUNCH OUT)
If this is the correct time depress ENTER.
If this is NOT the correct time..... press ESCAPE to exit.



First select the Employee you wish to change.

Use your cursor (arrow) keys to hilight the day you wish to change. Use the PAGEUP and PAGEDOWN keys to change months if needed.

Edit Timecards

Select the appropriate option from the menu at the bottom of the timecard.
To Add an entry:

1) Select Add
2) A new line will appear on the timecard. Enter the time in and time out.
NOTE: You must specify AM or PM after the time.

To Change an entry:

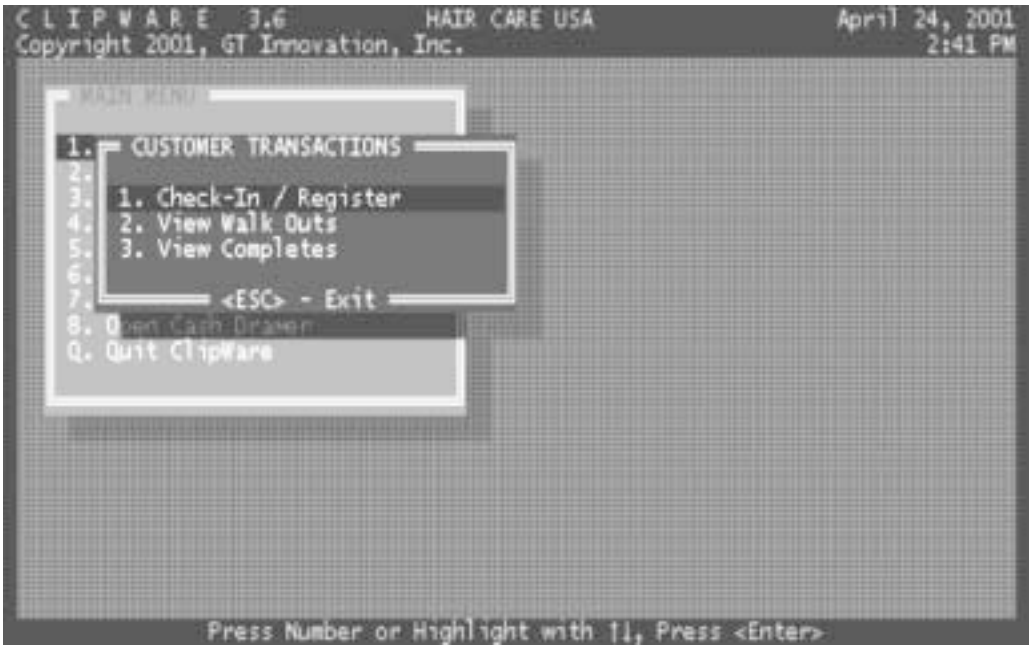
1) Select Change
2) Use your cursor keys to move down to the line you wish to change.
3) Press ENTER and correct the time in and/or time out.

To Delete an entry:

1) Select Delete
2) Use your cursor keys to move down to the line you wish to delete.
3) Press ENTER and you will be prompted to Delete Y/N?
4) Answer Y and the line will be removed.

CLIPWARE 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 11:24 AM
MAIN MENU
1. Customer Transactions
2. Employee Timecard
3. File Maintenance
4. Chemical Cards
5. End of Day Closeout
6. Reports
7. Housekeeping
8. Open Cash Drawer
Q. Quit ClipWare
Press Number or Highlight with ↑↓, Press <Enter>

To perform any register function, select Customer Transactions.


CLIPWARE 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 2:41 PM
MAIN MENU
1. CUSTOMER TRANSACTIONS
1. Check-In / Register
2. View Walk Outs
3. View Completes
<ESC> - Exit
Q. Quit ClipWare
Press Number or Highlight with ↑↓, Press <Enter>

Select Check-In / Register to check-in or check-out a customer.

Register Check In (cont)

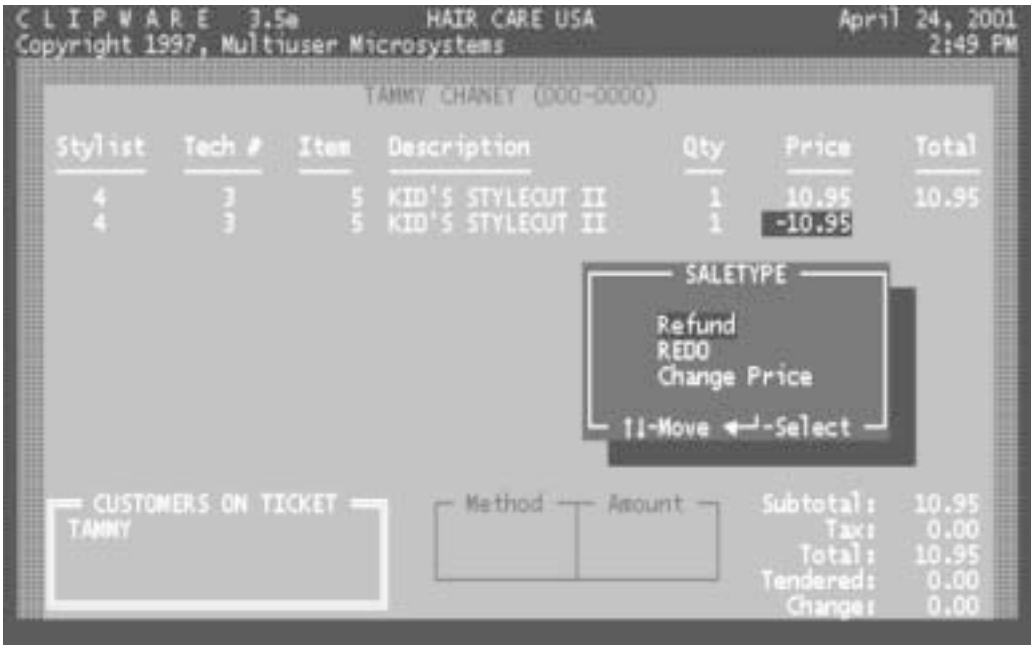
CLIPWARE 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 2:42 PM
WAITING
CHECK IN GUEST
2 EDNA EMERGENCE 4 02:19
3 BELINDA STYLEPERM 4 02:19
6 LINDY THERMAL P 4 02:18
1 APRIL AWAPUHI M 30 00:21
IN-SERVICE
QUICK REGISTER
1 SUZETTE STYLECUT 3 00:20
Highlight with ←→↑↓ <Enter>-Select <DEL>-Walk Out <ESC>-Exit

Two windows will appear. Customers in waiting will show on the left, while those in service will show on the right. Select CHECK IN GUEST.

CLIPWARE 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 2:42 PM
CUSTOMER DATABASE
- SORTED BY PHONE -
Phone First Name Last Name Last Visit
000-0000 TAMMY CHANEY 05/10/95
000-0000 VICKEY CHAVERS 05/25/95
000-0000 DEBBIE CHONTON 03/27/95
000-0000 JOSHUA CLARK 05/15/95
000-0000 BILL CLAY 06/10/95
000-0000 TERRY CLOWERS 03/12/95
000-0000 COATS 04/08/95
000-0000 DEBBI COCHRAN 06/07/95
000-0000 RICHARD COCKERILL / /
000-0000 SANDRA COCKERILL / /
000-0000 DEBORAH COFER 05/21/95
000-0000 THOMAS COHES 05/15/95
000-0000 LISA COMBS 05/29/95
000-0000 GAIL COMER / /
<F2>-Search <A>-Add Customer ←→↑↓-Move <S>-Sort Order <ESC>-Exit
Highlight with ←→↑↓ <Enter>-Select <DEL>-Walk Out <ESC>-Exit

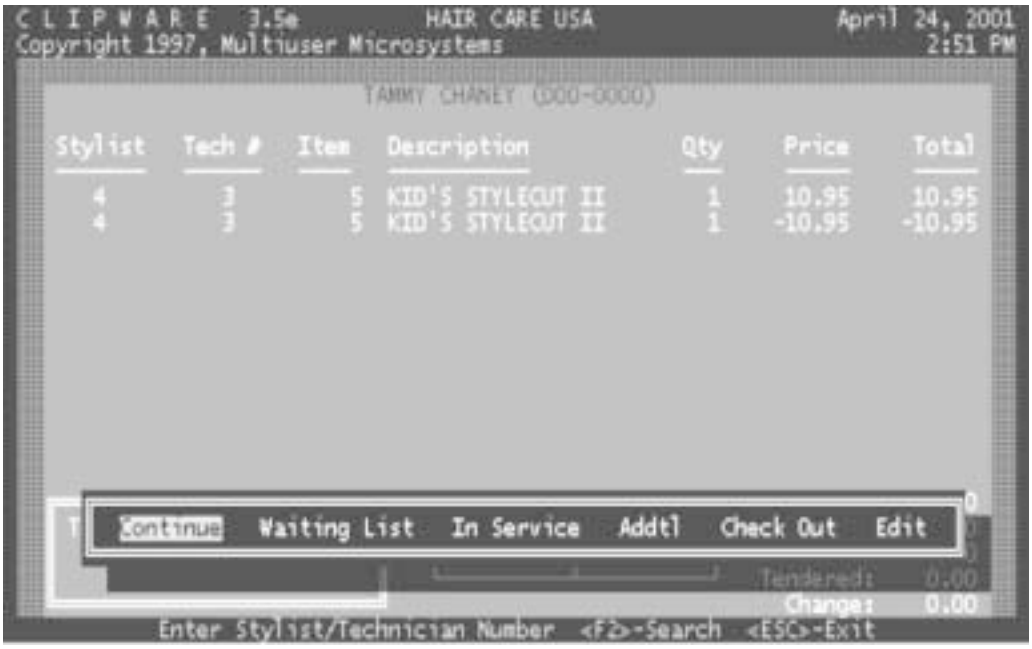
Find the customer you wish to check in. If they are a new customer, press 'A' to add them into your files (See Setup Customer Files)

The item entry screen will appear showing the customer's name and phone number. If you know the stylist and technician numbers enter them (mandatory once in service). Use #30 for sales which are credited to the salon. Next enter each item and select the appropriate quantity and price. Use a NEGATIVE quantity for VOIDS only. Use Override Price to issue as a Free item or perform Refund/REDO.



For a Refund or REDO you must select Override Price and enter a negative price. The menu above will appear allowing you to specify the nature of the transaction.

Register Item Entry


CLIPWARE 3.5e HAIR CARE USA April 24, 2001
Copyright 1997, Multiuser Microsystems 2:51 PM
TAMMY CHANEY (000-0000)
Stylist Tech # Item Description Qty Price Total
4 3 5 KID'S STYLECUT II 1 10.95 10.95
4 3 5 KID'S STYLECUT II 1 -10.95 -10.95
Continue Waiting List In Service Addtl Check Out Edit
Tendered: 0.00
Change: 0.00
Enter Stylist/Technician Number <F2>-Search <ESC>-Exit

Once the items are entered press ESCAPE for the menu shown above. Select Continue to enter more items, Waiting List to place in waiting, In Service to place in service (sample ticket on following page), Addtl to add a customer to the ticket, Check Out to accept payment and Edit to change any items entered.

Once all items are entered and Check Out is selected, select the payment method and amount tendered by the customer. The change due will appear and a receipt will be printed. (Sample shown on subsequent page)

Gift Certificates

To issue a gift certificate, you MUST use the house ID of 30, select Override Price, and enter a non-zero amount. A gift certificate receipt will be printed at the bottom of the reciept which MUST be attached to the actual gift certificate. The receipt will contain a unique number and the face value of the gift certificate.

NOTE: All sales reports will reflect and separate gift certificates issued(sold) from total sales.

Product Only Sales

ClipWare disallows a sale consisting of products only-rung up on a stylist's number. This is to prevent a stylist from getting a commission on items where no service was provided.

If you are entering a ticket consisting of products only, you must use the house number (30) for the sale. If you attempt to use any other number, even on one item, you will recieve an error message at which point you will have to edit each item and change the stylist number to 30.

Guest Tickets

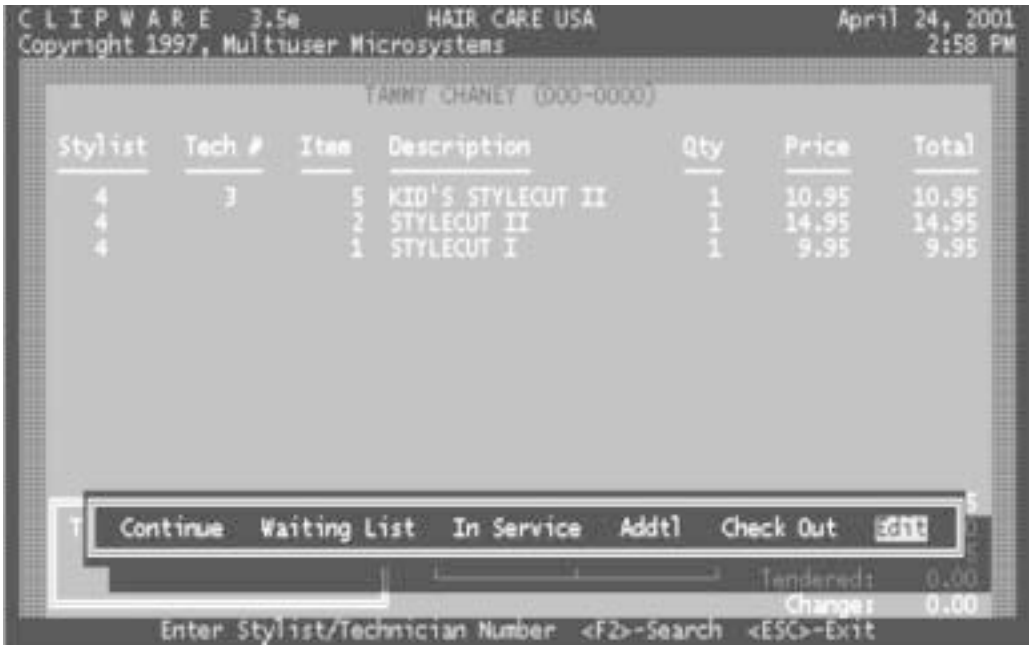
```
    ******** GUEST TICKET ********

========================================
          HAIR CARE USA #100
04/25/01       ARLINGTON         4:55 PM
========================================

           Stylist: SISSY (3)

       SUZETTE CUPPLES (000-00  )
----------------------------------------
Item   Description                Amount
----------------------------------------
    2  STYLECUT II                 14.95


-----  ------------------------  ------


-----  ------------------------  ------


-----  ------------------------  ------

Transaction # 4

    --- Previous Visit: 04/25/01 ---
Styl # 3    STYLECUT II            14.95
                                  -------
                                    14.95
```

Sample In-Service Ticket

```
========================================
          HAIR CARE USA #100
04/25/01       ARLINGTON         4:55 PM
========================================

      SERVICES FOR SUZETTE CUPPLES

----------------------------------------
Styl  Description           Qty   Amount
----------------------------------------
  3   STYLECUT II             1    14.95
                                  -------
Transaction # 4        Subtotal:   14.95
                            Tax:    0.00
                                  -------
                         Total:   14.95
                          CASH:   14.95
                        Change:    0.00


**************************************
Bring this coupon in on your next visit
   for one of the following specials:
       $5 OFF A FULL SERVICE PERM
```

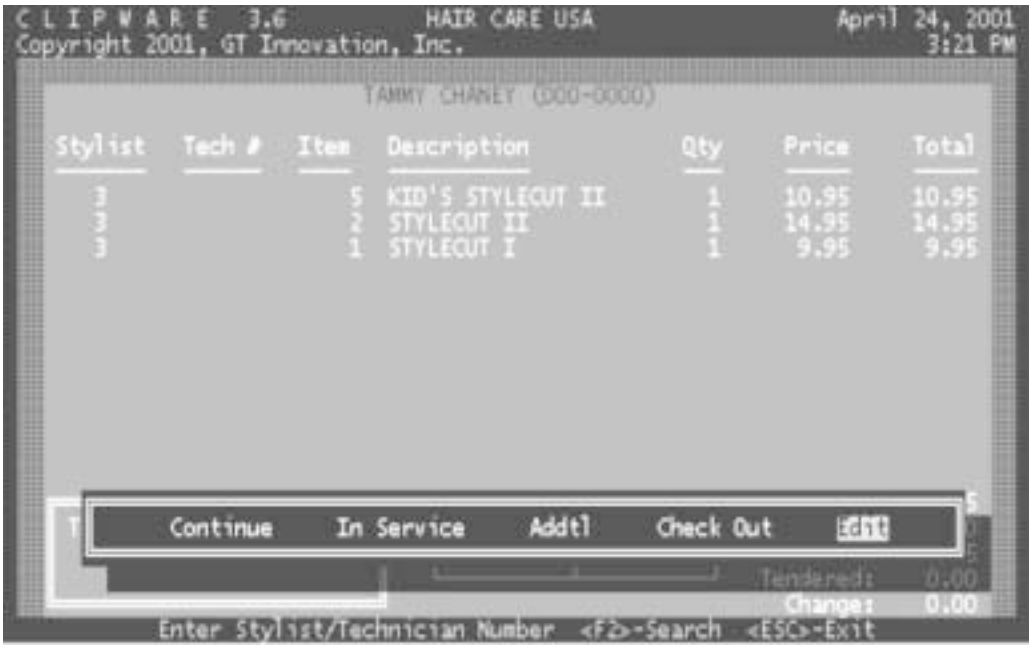
Sample Guest Receipt

Register - Item Editing


CLIPWARE 3.5e
HAIR CARE USA
April 24, 2001
Copyright 1997, Multiuser Microsystems
2:58 PM
TAMMY CHANEY (000-0000)
Stylist Tech # Item Description Qty Price Total
4 3 5 KID'S STYLECUT II 1 10.95 10.95
4 2 STYLECUT II 1 14.95 14.95
4 1 STYLECUT I 1 9.95 9.95
Continue Waiting List In Service Addtl Check Out Edit
Tendered: 0.00
Change: 0.00
Enter Stylist/Technician Number <F2>-Search <ESC>-Exit

To change or delete any items entered select Edit from the above menu.

Use your cursor (arrow) keys to hilight the item you wish to change or delete and press ENTER. Select CHANGE or DELETE. If you select change the cursor will go to the selected line. Make any changes and press ENTER on each field.


CLIPWARE 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 3:21 PM
TAMMY CHANLEY (000-0000)
Stylist Tech # Item Description Qty Price Total
3 5 KID'S STYLECUT II 1 10.95 10.95
3 2 STYLECUT II 1 14.95 14.95
3 1 STYLECUT I 1 9.95 9.95
Continue In Service Addtl Check Out Edit
Tendered: 0.00
Change: 0.00
Enter Stylist/Technician Number <F2>-Search <ESC>-Exit

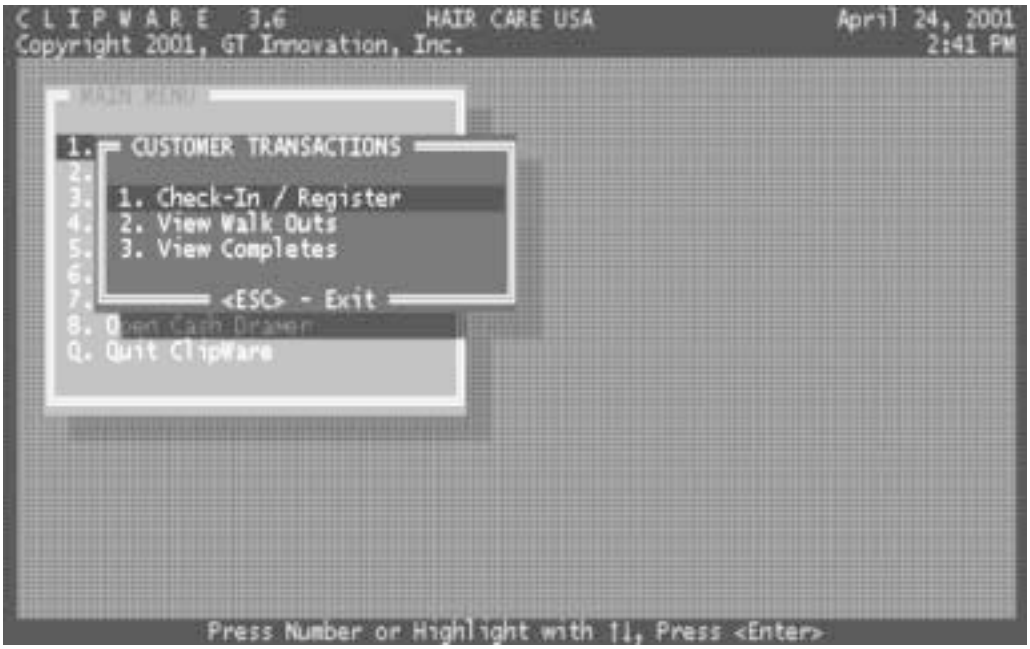
MULTIPLE GUESTS

Use the ADDTL option on the check out menu to ring up more than one person on a ticket. The best example is a family that comes in for individual services. Each person would be entered into service. Then when the entire family is completed you can process one ticket with a grand total and receive one full payment.

In Check-In/Register select the customer from “In Service”. After entering all services and the customer is ready to check out, press <ESC> to bring up the menu bar. Choose “Addtl” for additional customers. This opens a red window which shows all other customers in service. Cursor down to the customer you want to add to this ticket and press <ENTER>. The screen will switch to the customer selected and the ticket total is automatically updated to reflect the customer’s services being added. As additional customers are added, their names will be added to the square in the bottom left hand corner of the screen. This shows all customers currently listed on the ticket. You may use the “Addtl” menu item at any time to add/change services on one or all of the customers on the ticket until ready to check out. Then select “Check Out” as usual. The ticket will show each customer’s services with a total at the bottom.

MULTIPLE PAYMENT METHODS

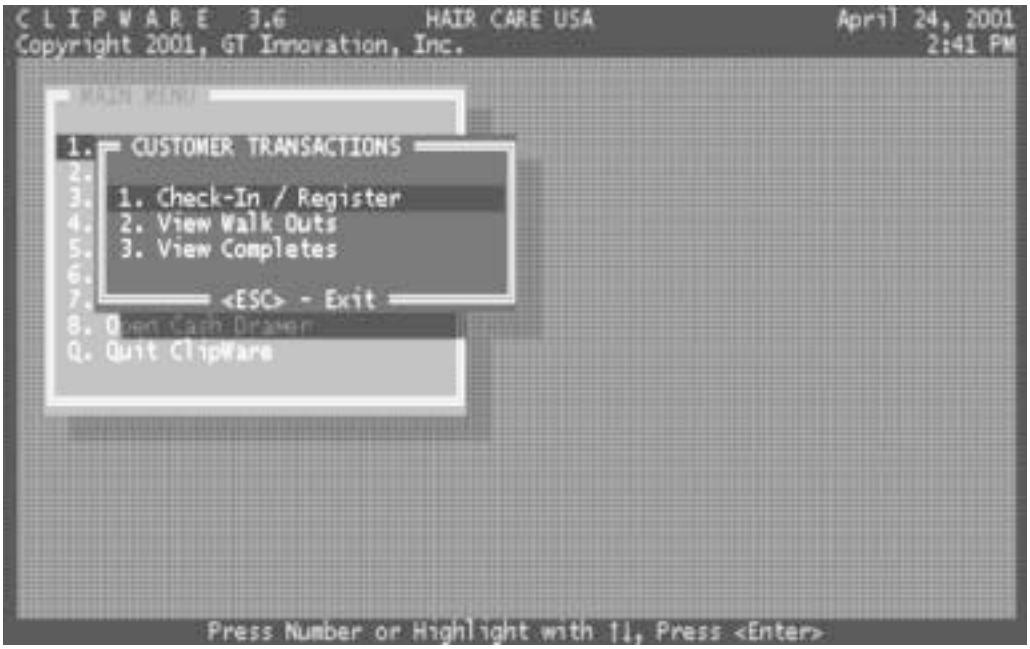
Multiple payment methods are allowed. For example, this will allow you to accept full payment of which part is Check and the rest is Cash. The main use though will be accepting payment by Gift Certificate and another method. To activate this feature, simply enter an amount tendered less than the full amount of the sale and ClipWare will prompt you for the second method & tendered amount.


CLIPWARE 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 2:41 PM
MAIN MENU
1. CUSTOMER TRANSACTIONS
2.
3. 1. Check-In / Register
4. 2. View Walk Outs
5. 3. View Completes
6.
7. <ESC> - Exit
8. Open Cash Drawer
Q. Quit ClipWare
Press Number or Highlight with ↑↓, Press <Enter>

Select Customer Transactions then View Walk Outs from the above menu.

CLIPWARE 3.6 HAIR CARE USA
Copyright 2001, GT Innovation, Inc.
VIEW WALK-OUTS
Trans# Customer Item Amount Time
6 LINDY 35 17.95 03:03
←→↑↓-Move <PgUp/PgDn>-Browse <ESC>-Exit
Press Number or Highlight with ↑↓, Press <Enter>

Any walk outs will be displayed in a table. Use your cursor keys to browse the walk out customers.

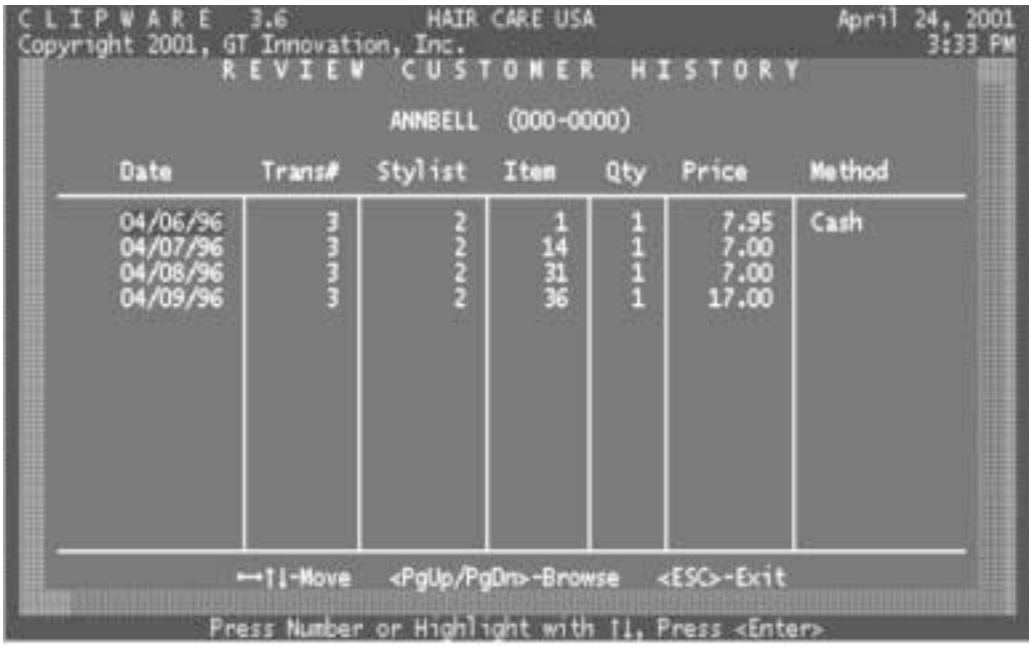

CLIPWARE 3.6 HAIR CARE USA April 24, 2001
Copyright 2001, GT Innovation, Inc. 2:41 PM
MAIN MENU
1. CUSTOMER TRANSACTIONS
2.
3. 1. Check-In / Register
4. 2. View Walk Outs
5. 3. View Completes
6.
7. <ESC> - Exit
8. Open Cash Drawer
Q. Quit ClipWare
Press Number or Highlight with ↑↓, Press <Enter>

Select Customer Transactions then View Completes from the above menu.

CLIPWARE 3.6 HAIR CARE USA
Copyright 2001, GT Innovation, Inc.
VIEW COMPLETES
Trans# Customer Item Stylist Time
1 TAMMY 5 4 00:41
←→↑↓-Move <PgUp/PgDn>-Browse <ESC>-Exit
Press Number or Highlight with ↑↓, Press <Enter>

Any completed customers will be displayed in a table. Use your cursor keys to browse the completes.

Select File Maintenance, Customer Files, then Review Customer History. Enter the customer's phone number or press F2 to search.

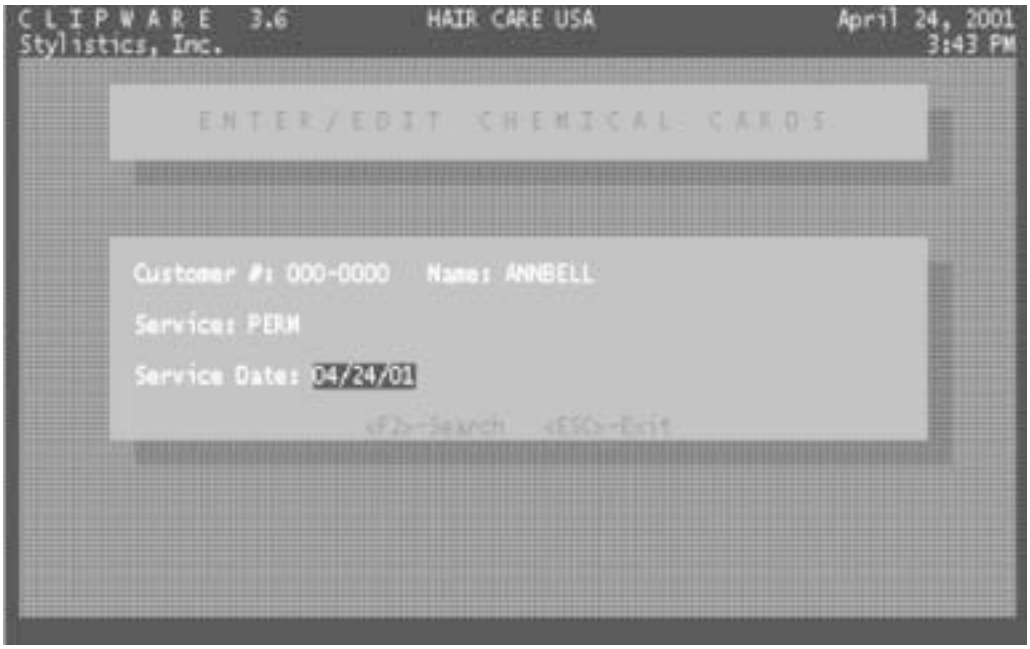

CLIPWARE 3.6
HAIR CARE USA
April 24, 2001
Copyright 2001, GT Innovation, Inc.
3:33 PM
REVIEW CUSTOMER HISTORY
ANNBELL (000-0000)
Date Trans# Stylist Item Qty Price Method
04/06/96 3 2 1 1 7.95 Cash
04/07/96 3 2 14 1 7.00
04/08/96 3 2 31 1 7.00
04/09/96 3 2 36 1 17.00
←→↑↓-Move <PgUp/PgDn>-Browse <ESC>-Exit
Press Number or Highlight with ↑↓, Press <Enter>

Any customer history will be displayed in a table. Use your cursor keys to browse the customer's transactions.

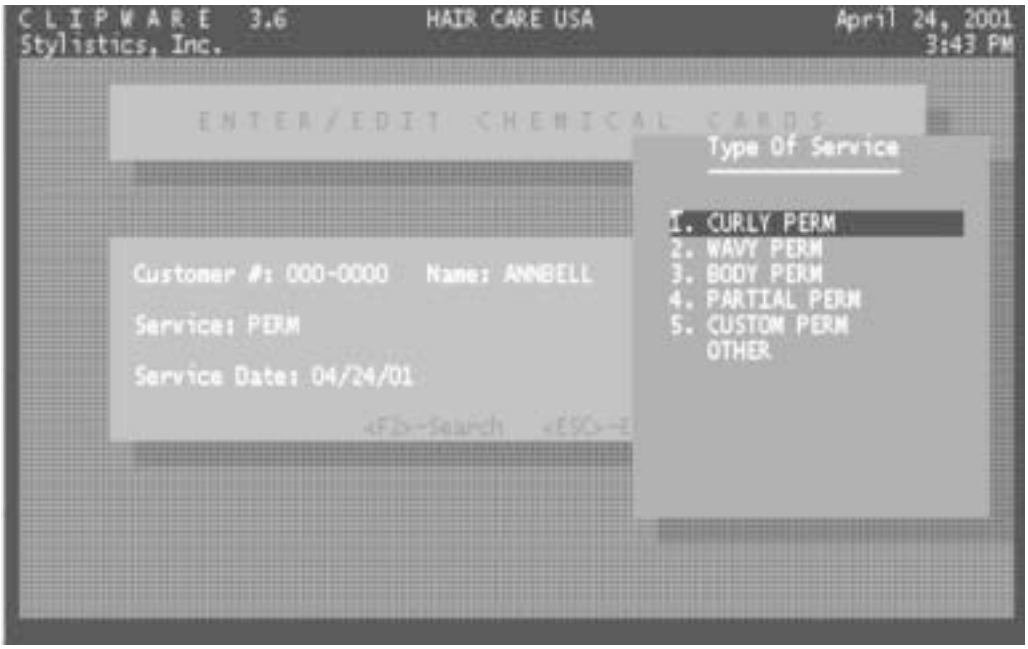
CUSTOMER NUMBER FIELD - Input the customer number. This should be the customer's phone number. Press F2 to search if desired. The computer will show the customers name once the phone number is input.

Enter Chemical Cards (cont)

SERVICE FIELD - Highlight the type of service and depress ENTER.



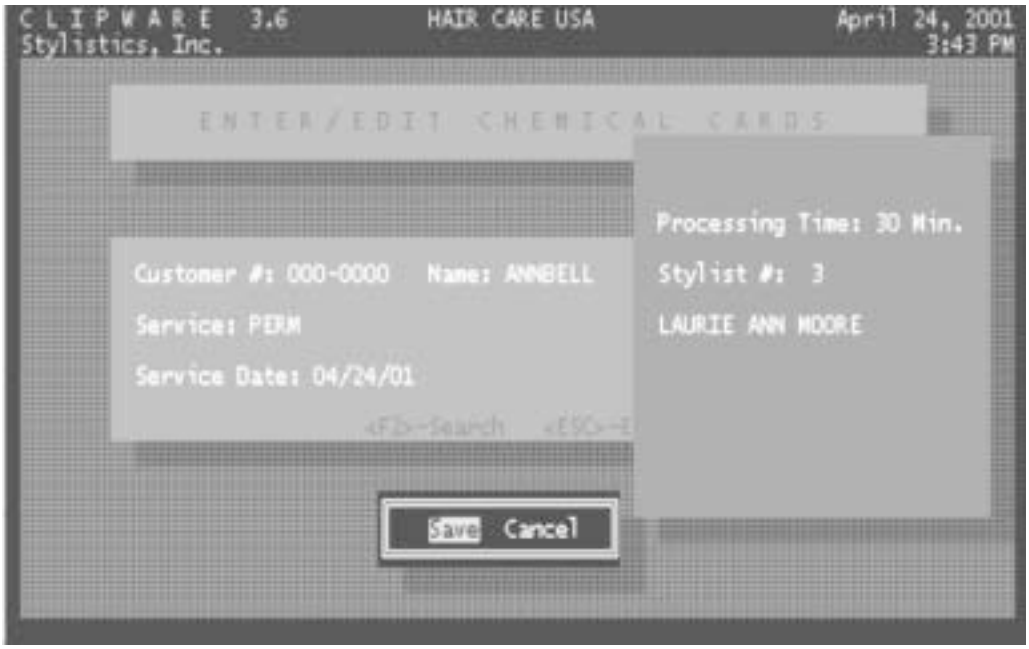
Input date of perm in the SERVICE DATE field. Depress ENTER.



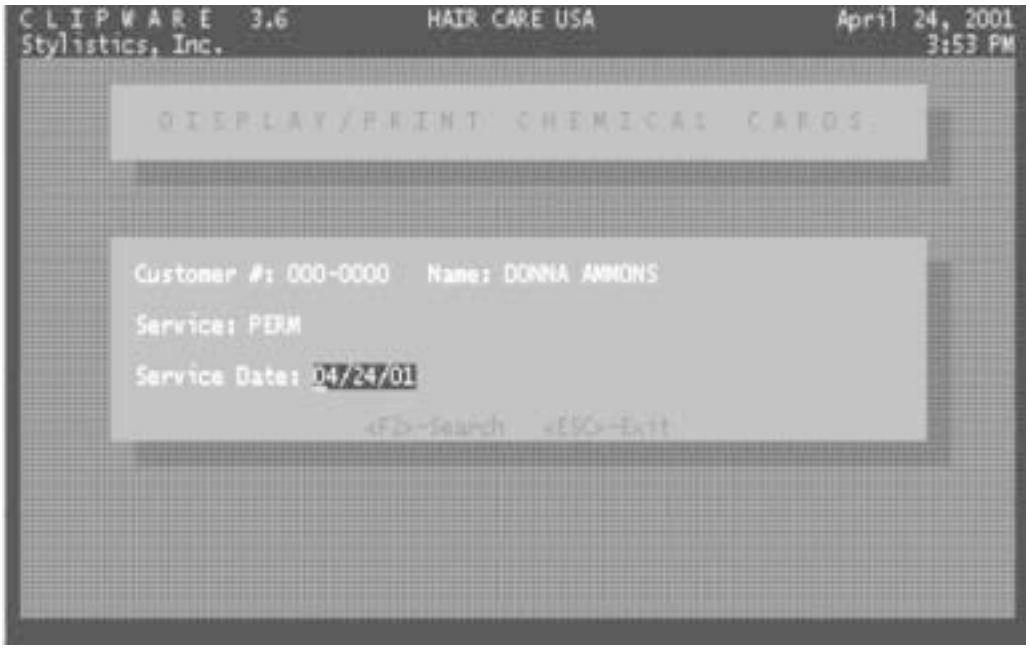
Answer each prompt concerning hair condition or process performed.

COMMENTS - Input as much additional information as you like.

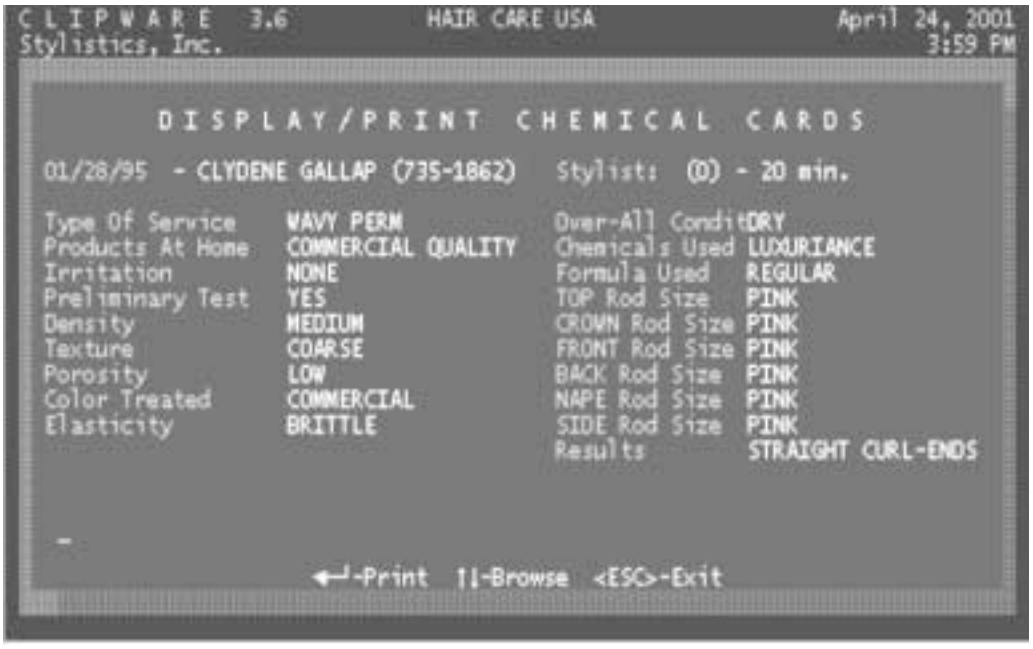
Enter Chemical Cards (cont)



SAVE OR CANCEL - Highlight SAVE and Depress ENTER. If you do not want to save the chemical card, select CANCEL.



CUSTOMER NUMBER FIELD - Input the customer number. This should be the customer's phone number. Press F2 to search if desired. The computer will show the customers name once the phone number is input.



To print depress ENTER.
To browse through Chemical cards depress up or down arrow key.

Print Chemical Cards

```
========================================
          HAIR CARE USA #100
04/26/01       ARLINGTON         9:16 AM
========================================

       CLYDENE GALLAP (735-1862)
         Service Date: 01/28/95
      Stylist:  (2) - 20 minutes.

----------------------------------------
Type Of Service     WAVY PERM
Products At Home    COMMERCIAL QUALITY
Irritation          NONE
Preliminary Test    YES
Density             MEDIUM
Texture             COARSE
Porosity            LOW
Color Treated       COMMERCIAL
Elasticity          BRITTLE
Over-All Condition  DRY
Chemicals Used      LUXURIANCE
Formula Used        REGULAR
TOP Rod Size        PINK
CROWN Rod Size      PINK
FRONT Rod Size      PINK
BACK Rod Size       PINK
NAPE Rod Size       PINK
SIDE Rod Size       PINK
Results             STRAIGHT CURL-ENDS
Hair Length         7  to  8 INCHES
----------------------------------------

Hair is extremely damaged. Handle with
care.
```

Sample Chemical Card

Blank Chemical Card

HAIR CARE USA #100
04/26/01 ARLINGTON 9:31 AM

Phone # _____

Name _____

Address _____

City _____ Zip _____

Medication being used? _____

Recent surgery or pregnancy? _____

Number of caffeinated beverages daily? _____

Color, lightening or highlights in the last year? _____

Date of Last COLOR? _____

Irritation or sensitivity to hair products? _____

All Perms and color services are guaranteed for 14 days from the DATE OF SERVICE, provided that the recommended Hair Care Program and professional products are faithfully used and provided that the client is not taking prescription drugs that might adversely affect the services and/or has not had a recent pregnancy. If you are not fully satisfied with your perm, the terms of the agreement provide that one of the following two services will be given free of charge: Softening of a wave that is too strong, or strengthening of a wave that is too weak. In order to guarantee our perms and create customer satisfaction, we ask you to wait at least 48 hours before shampooing, at least 72 hours before going into chlorinated water, and to refrain from having any additional chemical services performed on your hair for a period of at least one week. Should questions arise, please do not hesitate to contact us. Please sign prior to any chemical service. Thank you for your business.

ALL OF THE ABOVE QUESTIONS HAVE BEEN ANSWERED TRUTHFULLY

Signature _____ Witness _____

PLEASE FILL IN ALL BLANKS ABOVE THIS LINE

Type Of Service	Products At Home	Irritation
CURLY PERM	COMMERCIAL QUALITY	NONE
WAVY PERM	PROFESSIONAL QUALI	SWELLING
BODY PERM		ITCHING
PARTIAL PERM		REDNESS
CUSTOM PERM		BURNING
		FLAKING
		BLISTERING
		ALLERGIES

Preliminary Test	Density	Texture
YES	THICK	FINE
NO	MEDIUM	MEDIUM
	THIN	COARSE

Results:
_____
_____
_____
(Put in comments area in computer)

Porosity	Color Treated	Elasticity
HIGH	PROFESSIONAL	BRITTLE
NORMAL	COMMERCIAL	NORMAL
LOW	SEMI: _____	EXCESSIVE
	PERM: _____	

Over-All Condition	Chemicals Used	Formula Used
DRY	LUXURIANCE	REGULAR
NORMAL	FINE SOLUTIONS	TINTED
OILY	CATIO-THERM	BLEACHED
ABUSED	EVEN HEAT	
	QUANTUM REGULAR	
	QUANTUM EXTRA	
	QUANTUM PLATINUM	
	QUANTUM DESIGN CTR	

TOP Rod Size	CROWN Rod Size	FRONT Rod Size
PURPLE	PURPLE	PURPLE
PEACH	PEACH	PEACH
WHITE	WHITE	WHITE
GRAY	GRAY	GRAY
PINK	PINK	PINK
BLUE	BLUE	BLUE
YELLOW	YELLOW	YELLOW
RED	RED	RED

BACK Rod Size	NAPE Rod Size	SIDE Rod Size
PURPLE	PURPLE	PURPLE
PEACH	PEACH	PEACH
WHITE	WHITE	WHITE
GRAY	GRAY	GRAY
PINK	PINK	PINK
BLUE	BLUE	BLUE
YELLOW	YELLOW	YELLOW YELLOW
RED	RED	RED

Results	Hair Length
ROD SIZE CURL	3 to 4 INCHES
FIRM CURL	4 to 5 INCHES
WEAK CURL	6 to 7 INCHES
TOO TIGHT	7 to 8 INCHES
TOO LOOSE	8 to 9 INCHES
UNEVEN CURL	10 to 14 INCHES
PATCHY CURL	15 to 20 INCHES
STRAIGHT ENDS	20 + INCHES

Procedure Time: _____ minutes.

Stylist #: _____ Name: _____

DAY END CLOSEOUT PROCEDURES

NOTE: ALL EMPLOYEES MUST BE PUNCHED OUT PRIOR TO BEGINNING THIS PROCEDURE!!!!!

ON MAIN MENU SELECT “5” (END OF DAY CLOSEOUT)
ON END OF DAY CLOSEOUT MENU SELECT “1” (COMPLETE CLOSE OUT)

The following will be processed automatically by the system:

Prints Check-In/Wait/Service Times Report
Enters Drawer Count (sample screens shown on following page)
Prints the Drawer Count Report
Prints the Daily Transaction Report
Prints the Stylists Sales Summary Report
Prints the Daily Sales Summary Report
Prints the Daily Product Summary Report
Backup all Data to Diskettes.

End of Day Closeout (cont)

Enter the date you want to enter the drawer counts. If you do not enter a date, simply press <Enter> and a calendar will appear. Use the cursor keys to select the desired date.

Count your drawer and enter the amounts for cash, check, charge slips, and any paid outs for the day. The system will notify you if you are over or short at which time you can re-enter the amounts or continue.

TO RE-PERFORM ONE OF THE ABOVE FUNCTIONS
(for example, due to a printer jam)

ON MAIN MENU SELECT “5” (END OF DAY CLOSEOUT)
ON END OF DAY CLOSEOUT MENU SELECT “2” (SELECTIVE CLOSEOUT)

Select the option you need to reperform.
MAKE A NEW BACKUP BY PERFORMING 'BACKUP DATA TO DISKETTES'
FROM OPTION #9 IN THE HOUSEKEEPING MENU.

Employee Reports - Stylist Sales Summary

```
============================================================
                    HAIR CARE USA #100
04/26/01                 ARLINGTON                  9:32 AM
============================================================

04/26/01
LAURIE ANN MOORE (3)
Payroll # 619903 - STYLIST
------------------------------------------------------------
Trans  Description              Time    Amount
------------------------------------------------------------
------------------------------------------------------------
Total Guests :       0    Total Sales:    0.00
Ticket Avg   : *******
Req./Walk-Ins:     0/0

Service Sales:    0.00
Free Services:    0.00
                 -------
Total Serv. $:    0.00    $/Guest: ******


Product Sales:    0.00
Free Products:    0.00
                 -------
Total Prod. $:    0.00    $/Guest: ******



                    TIME CLOCK REPORT
LAURIE ANN MOORE (3)
Payroll # 619903 - STYLIST
------------------------------------------------------------
  Date        Time In     Time Out      Hours
------------------------------------------------------------
                                         ------
                                           0.00

Service $/Hour : ******
Product $/Hour : ******
Production/Hour: ******
------------------------------------------------------------
```

Sample Stylist Sales Summary

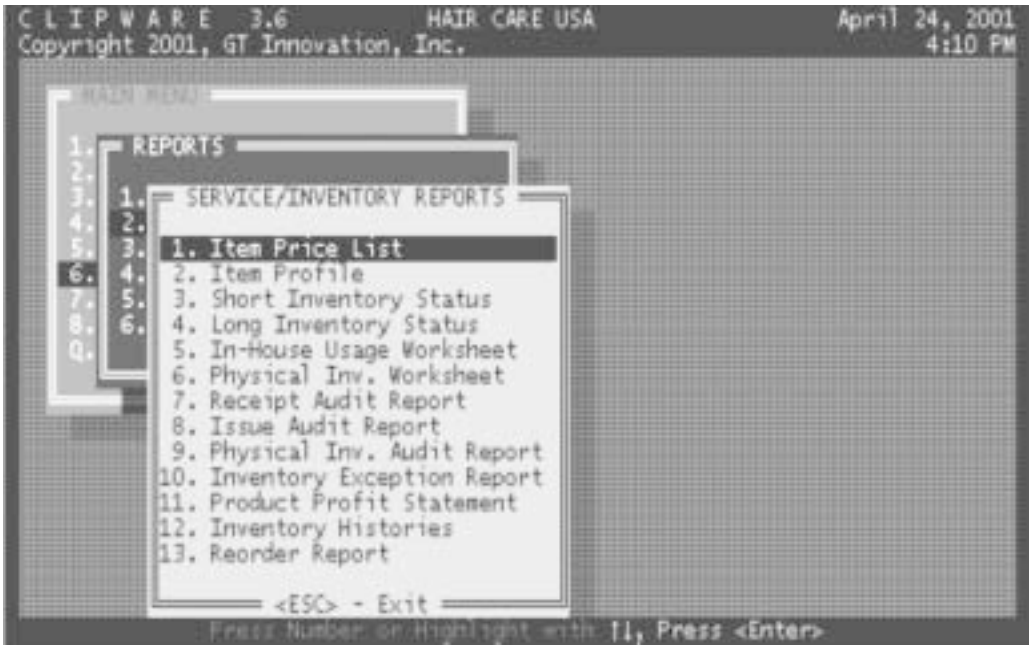
Employee Reports - Pay Period Summary / Inactive Employees

```
=======================================================
                   HAIR CARE USA #100
10/30/99                ARLINGTON               7:56 PM
=======================================================

                 PAY PERIOD SUMMARY
            From 04/28/01 through 04/30/01

DIAN MICHELE TOWER (1)
Payroll # 876587 - STYLIST
=======================================================
Service$  Product$   Total$  Serv$/Hr  Trmt$/Gst
   5.00     23.36     28.36      0.53       0.00
=======================================================
 Guests   Prod$/G  Ticket Avg                    Hours
    5        4.67      5.67                     9.50
=======================================================
                             Base Hourly Rate:   4.25
                             Calc Hourly Rate:   4.25
                             Overtime Rate   :   6.38
                             Regular Wage    : 170.00
                             Overtime Wage   :   0.00
                             Prod. Commission:   4.00
                             Pay Period Wage : 174.00
                             Req./Walk-Ins   :    3/2

                Quantity Count Summary
Sale Type   AH/C    CH/C    PERM   COLOR    TRTM    PROD
Regular        1       0       0       0       0       4
Free           1       0       0       0       0       0
Redo           1       0       0       0       0       0
Refund         0       0       0       0       0       1
=======================================================
Totals         3       0       0       0       0       5
```

Sample Stylist Pay Period Summary

```
=======================================================
                   HAIR CARE USA #100
04/26/01                ARLINGTON                9:47 AM
=======================================================

                   Inactive Employees

-------------------------------------------------------
   ID    Name                                Payroll #
-------------------------------------------------------
     1   CHERYL L ALLEN                       619901
     2   PAULA J OBRIEN                       619902
     5   TAMMY L. MCGILL                      619905
     6   LISA DAVIS                           619906
     8   DAVIS D. CARPENTER                   619908
     9   MARY WILLIAMS                        619909
    10   KEVIN CRAIG CONDER                   619910
    11   VICKIE L. LOVELESS                   619911
    12   MICHELLE EDEN                        619912
```

Sample Inactive Employee Report




```
========================================
          HAIR CARE USA #100
04/26/01       ARLINGTON         9:48 AM
========================================

            Item Price List

----------------------------------------
 Item   Description               Price
----------------------------------------
     1  STYLECUT I                 9.95
     2  STYLECUT II               14.95
     3  SHAMPOO & SET              8.95
     4  KID'S STYLECUT I           6.95
     5  KID'S STYLECUT II         10.95
     6  SHAMPOO & STYLE            8.95
     7  PARTIAL RELAXER           10.00
     8  RELAXER                   33.95
     9  RELAXER W/CUT             43.95
    10  STYLEPERM I               33.95
    11  EXTRA LENGTH               5.00
    12  STYLEPERM II              38.95
    13  SPIRAL PERM               48.95
    14  GLOSSING                   8.00
```

Sample Item Price List

Service/Inventory Reports (cont)

```
=========================================================
                  HAIR CARE USA #100
04/26/01               ARLINGTON                 9:49 AM
=========================================================

                  Item Profile Report

---------------------------------------------------------
Item  Description           Tax  Comm  Message  Category
---------------------------------------------------------
    1 STYLECUT I             N     N      1         1
    2 STYLECUT II            N     N      1         1
    3 SHAMPOO & SET          N     N      1         1
    4 KID'S STYLECUT I       N     N      1         2
    5 KID'S STYLECUT II      N     N      1         2
    6 SHAMPOO & STYLE        N     N      1         1
    7 PARTIAL RELAXER        N     N      1         3
    8 RELAXER                N     N      1         3
    9 RELAXER W/CUT          N     N      1         3
   10 STYLEPERM I            N     N      1         3
```

Sample Item Profile Report

```
=========================================================
                  HAIR CARE USA #100
04/26/01               ARLINGTON                 9:49 AM
=========================================================

             Short Inventory Status Report

-----------------------------------------------------------
Item  Description          Par  Min  QOH   Cost Extended
-----------------------------------------------------------
   88 ZOTOS FEELSOL-REG      0    0   20   2.49    49.80
   89 ZOT FEELSOLIV-TINTD    0    0    0   2.49     0.00
   90 UB STRIATIONS REG      0    0    0   3.54     0.00
   91 UB CREATIVE FREEDOM    0    0   24   3.32    79.68
   92 UB ULTRA COOL          0    0   24   2.66    63.84
   93 UB BLONDIE             0    0    0   3.95     0.00
   94 UB THEATRICS           0    0   22   3.17    69.74
   95 P/M PERM EXPRESSIONS   0    0    0   3.54     0.00
   96 UB STRIATIONS TNTD     0    0   21   3.54    74.34
   97 UB OVERTURE            0    0   17   3.33    56.61
   98 UB CREATIVE LICENSE    0    0   39   4.38   170.82
   99 P/M EXPRESSIONS PERM   0    0    0   2.62     0.00
```

Sample Short Inventory Status Report

```
 ========================================================
                  HAIR CARE USA #100
 04/26/01              ARLINGTON                 9:49 AM
 ========================================================

              Long Inventory Status Report

 --------------------------------------------------------
      Item:    88   Description: ZOTOS FEELSOL-REG
 Last Sold:   /  /        Price:   0.00         Tax:    N
 Par Level:        0   Category:      8
 Min Level:        0 Commission:      N     Message:    0
 Lst Order: 05/10/00   Case Qty:      0   Sale Type:    3
 On Order:         0        Cost:   2.49     On Hand:   20
  Net Inv.: $  49.80


      Item:    89   Description: ZOT FEELSOLIV-TINTD
 Last Sold:   /  /        Price:   0.00         Tax:    N
 Par Level:        0   Category:      8
 Min Level:        0 Commission:      N     Message:    0
 Lst Order: 05/10/00   Case Qty:      0   Sale Type:    3
 On Order:         0        Cost:   2.49     On Hand:    0
  Net Inv.: $   0.00


      Item:    90   Description: UB STRIATIONS REG
 Last Sold:   /  /        Price:   0.00         Tax:    N
 Par Level:        0   Category:      8
 Min Level:        0 Commission:      N     Message:    1
 Lst Order: 05/10/00   Case Qty:     12   Sale Type:    3
 On Order:         0        Cost:   3.54     On Hand:    0
  Net Inv.: $   0.00
```

Sample Long Inventory Status Report

```
========================================================
                  HAIR CARE USA #100
04/26/01              ARLINGTON                 9:50 AM
========================================================

              Physical Inventory Worksheet

--------------------------------------------------------
Item  Description          Count                   Total
--------------------------------------------------------
   88 ZOTOS FEELSOL-REG    _____________________ _____

   89 ZOT FEELSOLIV-TINTD  _____________________ _____

   90 UB STRIATIONS REG    _____________________ _____

   91 UB CREATIVE FREEDOM  _____________________ _____

   92 UB ULTRA COOL        _____________________ _____

   93 UB BLONDIE           _____________________ _____

   94 UB THEATRICS         _____________________ _____

   95 P/M PERM EXPRESSIONS _____________________ _____

   96 UB STRIATIONS TNTD   _____________________ _____

   97 UB OVERTURE          _____________________ _____

   98 UB CREATIVE LICENSE  _____________________ _____

   99 P/M EXPRESSIONS PERM _____________________ _____

  100 DUD-COND LOTION 32OZ _____________________ _____
```

Sample Physical Inventory Worksheet

```
=========================================================
                  HAIR CARE USA #100
04/30/01               ARLINGTON                11:02 AM
=========================================================

                In-House Usage Worksheet

---------------------------------------------------------
Item  Description          Count                    Total
---------------------------------------------------------
   88 ZOTOS FEELSOL-REG    _____________________ _____

   89 ZOT FEELSOLIV-TINTD  _____________________ _____

   90 UB STRIATIONS REG    _____________________ _____

   91 UB CREATIVE FREEDOM  _____________________ _____

   92 UB ULTRA COOL        _____________________ _____

   93 UB BLONDIE           _____________________ _____

   94 UB THEATRICS         _____________________ _____

   95 P/M PERM EXPRESSIONS _____________________ _____

   96 UB STRIATIONS TNTD   _____________________ _____

   97 UB OVERTURE          _____________________ _____

   98 UB CREATIVE LICENSE  _____________________ _____

   99 P/M EXPRESSIONS PERM _____________________ _____
```

Sample In-House Usage Worksheet

```
=========================================================
                  HAIR CARE USA #100
04/30/01               ARLINGTON                11:02 AM
=========================================================

      Receipt Audit Report for 04/25/01 - 04/26/01

---------------------------------------------------------
                              Gross Receiving:     0.00
                         Less Oper. Supplies:     0.00
                                                --------
                                Net Receiving:     0.00

       Breakdown by Type ->  Regular Receiving:     0.00
                           Promotional Breakdown:     0.00
---------------------------------------------------------
```

Sample Reciept Audit Report

```
=========================================================
                   HAIR CARE USA #100
04/30/01               ARLINGTON                11:18 AM
=========================================================

       Issue Audit Report for 04/21/99 - 04/28/99

---------------------------------------------------------

   Issue Type:   In-House Usage
   Issue Date:   04/21/99
   Reference:    YVONNE
   Issued to:    IN HOUSE USE

---------------------------------------------------------
Item  Description          Quantity  Unit Cost  Extended
---------------------------------------------------------
Performed on 04/21/99 at  8:20 am
  835 10G COLORFACTS             2       0.00       0.00
   85 QUANTUM DES CONTROL        1       0.00       0.00
 1151 DRAMATIC FX 10 0Z.         1       0.00       0.00
   86 FINE SOLUTIONS PERM        1       0.00       0.00
   81 QUANTUM EXTRA PERM         1       0.00       0.00
  150 FERMODYL                  36       1.53      55.08
 2060 SUPER JUMBO END WRAP       3       0.00       0.00
                                                --------
```

Sample Issue Audit Report

```
============================================================
                  HAIR CARE USA #100
04/30/01               ARLINGTON                12:10 PM
============================================================

           Physical Inventory Audit Report
               For 01/01/00 - 12/31/99

------------------------------------------------------------
                              New   Unit  Cost      Sale
Item  Description             Qty   Cost  Extended  Type
------------------------------------------------------------
Performed on 01/27/99 at 10:16 pm
   80 QUANTUM PLATINUM          0   0.00     0.00     0
   81 QUANTUM EXTRA PERM       39   0.00     0.00     0
   83 CATIO THERM PERM         26   0.00     0.00     0
   85 QUANTUM DES CONTROL      23   0.00     0.00     0
   86 FINE SOLUTIONS PERM      23   0.00     0.00     0
  100 CAT NETWORK 2OZ           0  12.71     0.00     3
  101 CAT NETWORK 10OZ          0   4.68     0.00     3
  102 CAT NETWORK LITER         0   6.38     0.00     3
  103 HAIR CLEANSE CRM 5OZ      0  22.91     0.00     3
  104 SHINSEN FINISH 8.5OZ      0   6.38     0.00     3
  105 SHIN LV IN TMT 5OZ        0   5.06     0.00     3
  106 SOFT DESIGN 8.5OZ         0   3.83     0.00     3
  107 AACT-19 5OZ PUMP          0   8.93     0.00     3
  108 VIVAGEN TRMT 5OZ          0   4.68     0.00     3
```

Sample Physical Inventory Audit Report

```
============================================================
                  HAIR CARE USA #100
04/30/01               ARLINGTON                11:19 AM
============================================================

              Inventory Exception Report
               For 04/21/99 - 04/28/99

------------------------------------------------------------
               --- CALC. --- --- PHYS. --- --- DIFF. ---
                    Cost          Cost          Cost
Item  Descrip  Qty  Extended Qty  Extended Qty  Extended
------------------------------------------------------------
  150 FERMODYL -60   -91.80    0     0.00   60    91.80
  301 ALOE RID   2     6.50    0     0.00   -2    -6.50
  305 ASSURE S   4    15.52    0     0.00   -4   -15.52
  317 DIAMETRE   4    19.00    0     0.00   -4   -19.00
  331 THERAPPE   3     3.75    0     0.00   -3    -3.75
  332 THERAPPE  -1    -2.75    0     0.00    1     2.75
  333 THERAPPE   5    22.50    0     0.00   -5   -22.50
  336 VITA-TRE   2     7.50    0     0.00   -2    -7.50
  337 VITA-TRE   2    13.00    0     0.00   -2   -13.00
  349 ENSURE C   8    56.00    0     0.00   -8   -56.00
  354 HDRS LV    2     6.50    0     0.00   -2    -6.50
  358 HUMECTRE  12    33.00    0     0.00  -12   -33.00
  359 HUMECTRE  12    60.00    0     0.00  -12   -60.00
  361 HUMECTRE   4    32.00    0     0.00   -4   -32.00
  365 KERAPHIX   8    54.00    0     0.00   -8   -54.00
  373 VITA BIO   4    23.00    0     0.00   -4   -23.00
  400 P/M XMAS  18    72.00    0     0.00  -18   -72.00
```

Sample Inventory Exception Report

```
============================================================
                  HAIR CARE USA #100
04/30/01               ARLINGTON                11:19 AM
============================================================

                Product Profit Statement
                  04/21/99 - 04/28/99

------------------------------------------------------------
     Beginning Inventory:           0.00
     Plus Regular Receiving:     1652.40
     Plus Promo. Cost Diff:         0.00
     Less Issued (Transfer):        0.00
     Less Issued (In-House):      138.80
     Less Issued (Returns):         0.00
     Less Retail Sales (Cost):      8.50
                                 --------
     Calc. Ending Inventory:     1505.10
     Actual Ending Inventory:       0.00
                                 --------
     Difference:                    0.00

     Cost of Goods Sold:            8.50
     Retail Prod. Sales:           17.00
     % of Retail Prod. Sales:       50 %

     Cost of Goods Consumed:      138.80
     Service Sales:               255.45
```

Sample Product Profit Statement

```
================================================================================================================================
                                                HAIR CARE USA #100
04/30/01                                            ARLINGTON                                                          11:19 AM
================================================================================================================================

                                                    BI-WEEKLY Item History Report

--------------------------------------------------------------------------------------------------------------------------------
                                                                                                  Calc.  Actual
                                    Beg.      Transfer In-House  Return                 Last    Ending Ending  Avg.
Period  Item  Description           Qty  Recvd  Issued   Issued  Issued   Sold          Sale      Qty    Qty   Sold   Cost   Par*Cost
--------------------------------------------------------------------------------------------------------------------------------  -3
88 ZOTOS FEELSOL-REG        0     0       0        0       0        0              0       0
  -2       88 ZOTOS FEELSOL-REG        0     0       0        0       0        0                 0      0
  -1       88 ZOTOS FEELSOL-REG        0     0       0        0       0        0                 0      0
  CUR      88 ZOTOS FEELSOL-REG        0     0       0        0       0        0                 0      0
                                                                                  /  /                      0     2.49     0.00
```

Sample Bi-Weekly Item History Report

```
=======================================================
                HAIR CARE USA #100
04/30/01              ARLINGTON               11:20 AM
=======================================================

            BI-WEEKLY Item Reorder Report

-------------------------------------------------------
                       Qty         Par   Suggest Order
Item  Description      Hand  Cost  Level Reorder Qty      Sales  Lostsales  Issues
-------------------------------------------------------
   88 ZOTOS FEELSOL-REG    20    2.49   0     0   ------       0     0         0
   89 ZOT FEELSOLIV-TINT    0    2.49   0     0   ------ *     0     0         0
   90 UB STRIATIONS REG     0    3.54   0     0   ------ *     0     0         0
   91 UB CREATIVE FREEDO   24    3.32   0     0   ------       0     0         0
   92 UB ULTRA COOL        24    2.66   0     0   ------       0     0         0
   93 UB BLONDIE            0    3.95   0     0   ------ *     0     0         0
   94 UB THEATRICS         22    3.17   0     0   ------       0     0         0
   95 P/M PERM EXPRESSIO    0    3.54   0     0   ------ *     0     0         0
   96 UB STRIATIONS TNTD   21    3.54   0     0   ------       0     0         0
   97 UB OVERTURE          17    3.33   0     0   ------       0     0         0
   98 UB CREATIVE LICENS   39    4.38   0     0   ------       0     0         0
   99 P/M EXPRESSIONS PE    0    2.62   0     0   ------ *     0     0         0
  100 DUD-COND LOTION 32    0   12.71   0     0   ------ *     0     0         0
```

Sample Bi-Weekly Item Reorder Report

Daily Sales Reports

HAIR CARE USA #100
04/26/01 ARLINGTON 10:06 AM

Check-In / Wait / Service Times for 04/25/01

Trans	Phone #	Item	Styl	In	Wait	Service	Status
1	339-2483	1	3	1:17	00:00	00:00	COMPLETE
2	000-0000	2	3	3:18	00:00	01:16	COMPLETE
3	000-00	2	3	4:37	00:00	00:00	COMPLETE
4	000-00	2	3	4:55	00:00	00:00	COMPLETE
1	339-2061	446	30	2:21	01:04	00:00	WALK OUT
1	000-00	1	3	12:22	01:59	01:04	WALK OUT
2	000-000	346	4	12:23	00:54	00:00	WALK OUT
3	000-000	10	4	12:23	00:53	00:00	WALK OUT

Sample Check-In/Wait/Service Times Report

HAIR CARE USA #100
04/26/01 ARLINGTON 10:14 AM

Drawer Count for 04/26/01

Cash	14.95
Checks	0.00
Charge	0.00
Gift Cert. Redeemed	0.00
Total Deposit:	14.95

Daily Comment:

----- PAID OUTS -----

Amount	Description
0.00	
0.00	
0.00	

Total Paid Outs:	0.00
Total Receipts:	14.95
Total Sales:	14.95

This report is accurate to the best of

my knowledge. Signed: _____

Cash Drawer Count Report

Daily Sales Reports (cont)

```
=======================================================
                HAIR CARE USA #100
04/26/01              ARLINGTON                10:19 AM
=======================================================

           Daily Transactions for 04/26/01

-------------------------------------------------------
Tr# Item  Qty Price SubTot   Tax  Total Pay Tender Chnge
-------------------------------------------------------
  1     2   1 14.95  14.95        14.95 CSH  14.95  0.00
-------------------------------------------------------

Service Sales  :   14.95
Product Sales  :    0.00
Service Refunds:    0.00
Product Refunds:    0.00
Sales Tax      :    0.00  ( 7.000 %)
                  -------
Net Sales      :   14.95

Gift Cert Sales:    0.00
```

Sample Daily Transactions Report

```
=======================================
          HAIR CARE USA #100
04/26/01       ARLINGTON        10:19 AM
=======================================

     Daily Service/Product Summary
             For: 04/26/01

---------------------------------------
Item   Description             Qty
---------------------------------------
    2  STYLECUT II               1
---------------------------------------
```

Sample Daily Service/Product Summary

```
=======================================================
                HAIR CARE USA #100
04/26/01              ARLINGTON                10:19 AM
=======================================================

           Daily Sales Summary for 04/26/01

-------------------------------------------------------
Category          Qty    Amount  Qty %   $/Item  Sales %
-------------------------------------------------------
ADULT HAIR CUTS     1     14.95  100%     14.95   **.**%
KIDS HAIR CUTS      0      0.00    0%    ******    0.00%
PERMANENTS          0      0.00    0%    ******    0.00%
COLOR SERVICES      0      0.00    0%    ******    0.00%
TREATMENTS          0      0.00    0%    ******    0.00%
MISC. SERVICES      0      0.00    0%    ******    0.00%
DESIGNER TOUCH      0      0.00    0%    ******    0.00%
MISC. PRODUCTS      0      0.00    0%    ******    0.00%
TOTAL PRODUCTS      0      0.00    0%    ******    0.00%

-------------------------------------------------------
                -- Refund --  --- REDO ---  --- Free ---
Category        Qty   Amount  Qty   Amount  Qty   Amount
-------------------------------------------------------
ADULT HAIR CUTS   0     0.00    0     0.00    0     0.00
KIDS HAIR CUTS    0     0.00    0     0.00    0     0.00
PERMANENTS        0     0.00    0     0.00    0     0.00
COLOR SERVICES    0     0.00    0     0.00    0     0.00
TREATMENTS        0     0.00    0     0.00    0     0.00
MISC. SERVICES    0     0.00    0     0.00    0     0.00
DESIGNER TOUCH    0     0.00    0     0.00    0     0.00
MISC. PRODUCTS    0     0.00    0     0.00    0     0.00
-------------------------------------------------------


          Qty     Amount       Male          Female
          ----  --------   -------------  -------------
   Adults:    1     14.95      0     0.00     1    14.95
   Kids:      0      0.00
              --------
   Gross Sales:     14.95
   REDOs:     0      0.00
   Refunds:   0      0.00
              --------
   Total Sales:     14.95

   Gst/Prod Count:    1/1
   Ticket Avg:      14.95
   Product Sales:    0.00
   Product$/Guest:   0.00
   Gift Cert Sale:   0.00

   New/Rep Qty:     0/1
   New/Repeat %      0/100 %
   Labor Hours:      5.71
   Serv$/Hr:       ******
   Production/Hr:  ******

         ---- Summary Including Free Items ----
   Free Items:  0    0.00
   Total Sales:     14.95
   Guest Count:        1
   Ticket Avg:      14.95
   Product Sales:    0.00
   Product$/Guest:   0.00

NOTE: Gift cert. sales are not included in total sales.
=======================================================
```

Sample Daily Sales Summary Report

Daily Sales Reports (cont)

```
========================================
         HAIR CARE USA #100
04/26/01       ARLINGTON        10:20 AM
========================================

  Daily Sales/Payroll Log for 04/26/01

----------------------------------------

   Date:                      04/26/01

   Total Deposit:               14.95

   Gift Cert. Redeemed:          0.00

   Credit Card Amount:           0.00

   Paid Outs:                    0.00

   Total Sales:                 14.95
   (w/o Free Items)

   Gift Cert. Sales:             0.00

   Refunds:                      0.00

   Product Sales:                0.00

   Hours Worked:                 0.00
   Manager Hours:                5.7143
                               ---------
   Total Hours:                  5.71

   Labor Cost:                   0.00
   Management Cost:              0.00
                               ---------
   Total Labor Cost:             0.00

   Payroll %:                    0.00 %

   Customer Count:                  1

========================================
```

Sample Daily Sales/Payroll Log

```
=====================================================
                HAIR CARE USA #100
04/26/01              ARLINGTON                10:37 AM
=====================================================

            Hourly Readings Matrix Report
               For 04/26/01 - 04/26/01
            COMPUTATIONS BASED ON EVERY DAY

-----------------------------------------------------
             Customer Count  Walk ------- Sales --------
  Time      IN Avg   OUT Avg  Out  Total Product Service
-----------------------------------------------------
    -10am    0   0     0   0   0    0.00    0.00    0.00
10am-11am    1   1     1   1   0   14.95    0.00   14.95
11am-12pm    0   0     0   0   0    0.00    0.00    0.00
12pm- 1pm    0   0     0   0   0    0.00    0.00    0.00
 1pm- 2pm    0   0     0   0   0    0.00    0.00    0.00
 2pm- 3pm    0   0     0   0   0    0.00    0.00    0.00
 3pm- 4pm    0   0     0   0   0    0.00    0.00    0.00
 4pm- 5pm    0   0     0   0   0    0.00    0.00    0.00
 5pm- 6pm    0   0     0   0   0    0.00    0.00    0.00
 6pm- 7pm    0   0     0   0   0    0.00    0.00    0.00
 7pm- 8pm    0   0     0   0   0    0.00    0.00    0.00
 8pm- 9pm    0   0     0   0   0    0.00    0.00    0.00
 9pm-        0   0     0   0   0    0.00    0.00    0.00


-----------------------------------------------------
          Average      Average
        Production    Styl/Tech     Avg.
  Time     Per Hr.         In        Wait
-----------------------------------------------------
    -10am     0.00           0      00:00
10am-11am     0.00           0      00:01
11am-12pm     0.00           0      00:00
12pm- 1pm     0.00           0      00:00
 1pm- 2pm     0.00           0      00:00
 2pm- 3pm     0.00           0      00:00
 3pm- 4pm     0.00           0      00:00
 4pm- 5pm     0.00           0      00:00
 5pm- 6pm     0.00           0      00:00
 6pm- 7pm     0.00           0      00:00
 7pm- 8pm     0.00           0      00:00
 8pm- 9pm     0.00           0      00:00
 9pm-         0.00           0      00:00

=====================================================
```

Sample Daily Hourly Readings Matrix

HAIR CARE CENTER
10/30/99 EDINBURG, TX 7:57 PM

Week Ending Report

Date	Service Sales	Service Refunds	Product Sales	Product Refunds
10/28/99	32.85	0.00	85.22	-6.95
10/30/99	43.80	0.00	41.95	0.00
Totals:	76.65	0.00	127.17	-6.95

Date	Total Sales	Total Refunds	Sales Tax	Gross Sales
10/28/99	118.07	-6.95	6.03	117.15
10/30/99	85.75	0.00	3.46	89.21
Totals:	203.82	-6.95	9.49	206.36

Date	Total Cash/Check	Total Charge	Paid Outs	Gross Receipts	Over/ Short
10/28/99*	33.15	85.00	0.00	118.15	1.00
10/28/99	32.15	85.00	0.00	117.15	0.00
10/30/99*	44.31	30.00	5.00	79.31	-9.90
10/30/99	43.31	30.00	6.00	79.41	-9.80
Totals:	75.46	115.00	6.00	196.56	-9.80

* denotes figures NOT used in totals.

Sample Weekly Ending Report

HAIR CARE CENTER
10/30/99 EDINBURG, TX 7:57 PM

Month Ending Report: October, 1999

Date	Service Sales	Service Refunds	Product Sales	Product Refunds
10/28/99	32.85	0.00	85.22	-6.95
10/30/99	43.80	0.00	41.95	0.00
Totals:	76.65	0.00	127.17	-6.95

Date	Total Sales	Total Refunds	Sales Tax	Gross Sales
10/28/99	118.07	-6.95	6.03	117.15
10/30/99	85.75	0.00	3.46	89.21
Totals:	203.82	-6.95	9.49	206.36

Date	Total Cash/Check	Total Charge	Paid Outs	Gross Receipts	Over/ Short
10/28/99*	33.15	85.00	0.00	118.15	1.00
10/28/99	32.15	85.00	0.00	117.15	0.00
10/30/99*	44.31	30.00	5.00	79.31	-9.90
10/30/99	43.31	30.00	6.00	79.41	-9.80
Totals:	75.46	115.00	6.00	196.56	-9.80

* denotes figures NOT used in totals.

Sample Month Ending Report

GT Innovation, Inc. License Agreement

SOFTWARE LICENSE

This is a legal agreement between you, the end user, and GT Innovation.

1a. GRANT OF LICENSE (Single-User Version). GT Innovation grants you the right to use one copy of the enclosed GT Innovation software program ("SOFTWARE") on a single terminal connected to a single computer (i.e., with a single CPU). You may not network the SOFTWARE or otherwise use it on more than one computer or computer terminal at the same time.

1b. GRANT OF LICENSE (Network Version Only). GT Innovation grants you the right to use one copy of the enclosed GT Innovation software program ("SOFTWARE") on a single network ("NETWORK") file-server i.e. a single hard disk or other mass storage device). You may not install the SOFTWARE or otherwise use it on more than one NETWORK at the same time. Each person using the software from a computer or a computer terminal connected to the NETWORK is deemed a single-user and is bound by the "Single-User" provisions (as provided above) of this agreement.

2. COPYRIGHT. The SOFTWARE is owned by GT Innovation and is protected by United States copyright laws and international treaty provisions. The software is NOT sold. Therefore, you must treat the SOFTWARE like any other copyrighted material (e.g. a book or musical recording) except that you may either (a) make a copy of the SOFTWARE solely for backup or archival purposes, or (b) transfer the software to a single hard disk provided you keep the original solely for backup or archival purposes. You may not copy the written materials accompanying the software.

3. OTHER RESTRICTIONS. You may not rent, lease, or sublicense the SOFTWARE. IF YOU TRANSFER POSSESSION OF ANY COPY TO ANOTHER PARTY, YOUR LICENSE IS AUTOMATICALLY TERMINATED but you may transfer the SOFTWARE and accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement. You may not reverse engineer, decompile, or disassemble the SOFTWARE.

LIMITED WARRANTY

These programs are a product of GT Innovation (GTI)

LIMITED WARRANTY. GT Innovation (GTI) warrants that (a) the SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of 90 days from the date of receipt; and (b) any hardware accompanying the SOFTWARE will be free from defects in materials and workmanship under normal use for a period of one year from the date of receipt. Any impied warranties on the SOFTWARE and hardware are limited to 90 days and one (1) year, respectively. GTI does not warrant that the functions contained in the programs will meet your requirements or that the operation of the programs will be uninterrupted or error-free. Some states do not allow limitations on duration of implied warranty, so the above limitations may not apply to you.

CUSTOMER REMEDIES. GTI's entire liability and your exclusive remedy shall be, at GTI's option, either (a) return of the price payed for the software or (b) repair or replacement of the SOFTWARE that does not meet GTI's Limited Warranty and which is returned to GTI with copy of your sales invoice. This Limited Warranty is void if failure of the SOFTWARE or hardware has resulted from accident, abuse, or misapplication. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or 30 days, whichever is longer.

NO OTHER WARRANTIES. GTI DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SOFTWARE, THE ACCOMPANYING WRITTEN MATERIALS, AND ANY ACCOMPANYING HARDWARE. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHERS WHICH VARY FROM STATE TO STATE.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES. IN NO EVENT WILL GTI OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OR INABILITY TO USE THIS GTI SOFTWARE PRODUCT, EVEN IF GTI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR FOR ANY CLAIM BY ANY OTHER PARTY. SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCENDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

This agreement constitutes the complete and exclusive statement of the terms of the agreement between you and GTI. It supercedes and replaces any previous written or oral agreements and communications relating to this software. No oral or written information or advice given by GTI, its dealers, agents, or employees create any warranty or in any way increase the scope of the warranty provided in this agreement, and you may not rely on any such information or advice.

U.S.GOVERNMENT RESTRICTED RIGHTS

The SOFTWARE and documentation are provided with restricted rights. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subdivision (b)(3)(ii) of The Rights in Technical Data and Computer software clause at 252.227-7013. Contractor/manufacturer is GT Innovation, Inc., Memphis, TN. This Agreement will be governed by the laws of the State of Tennessee.